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IN DEPTH: *Japan's Fifth Generation*

COMPUTERWORLD

THE NEWSWEEKLY FOR THE COMPUTER COMMUNITY

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NEWSPAPER

CW Photo by S. Blakeney

Elbowroom was at a premium in Houston's Astroarena last week as more than 93,000 people showed up for the National Computer Conference.

Under NCC Big Top, Professionalism Grows

By Tim Scannell
CW Staff

HOUSTON — All the elements were there — the balloons, giveaways, smiling models and a multicolored canopy over the exhibit floor. However, this year's National Computer Conference was more professional than previous shows and stressed more user education.

At least that was the opinion of a number of the more than 93,000 people — a record-breaking crowd — who made the trek to the computer industry's mecca last week, some of them experiencing their first NCC and others toughened old hands.

Herb Blacker, a vice-president of operations for Applied Intelligence of Dallas Corp., was disappointed with the general layout of the exhibits, which he thought was confusing and tiring. Instead of the usual straight-aisle format, the American Federation of Information Processing Societies, Inc. this year chose to arrange vendors and displays on a giant carpeted "wagon wheel" that turned into a maze as the crowds filled the floor.

But Blacker, who has been attending the annual show since 1968, came to learn about the latest in microtechnology for his health-related computer business. And that is exactly what he did in a huge way, since the microcomputer exhibits and introductions overshadowed the traditionally mainframe-oriented show.

Last week's NCC was a first for Merritt Funk, a young design engineer for Mostek Technology. Thoroughly exhausted after his second day on the show floor, Funk admitted that a person looking for a small business system or microcomputer might be confused by the number of offerings on the floor. But most vendors seemed to take the time to educate the masses rather than trying to promote the bells and whistles of a particular system.

Lyell Jennings, director of office information processing for Mead Office Systems in Richardson, Texas, thought that anyone heavily involved in the DP industry — the operations directors and supervisors — might not walk away from this year's show with any new knowledge. However, the show was an ideal place for an administration-weary manager to catch up on the latest in technology, he claimed.

There was a lot that was predictable about this year's show. For instance, microcomputers came up from the basement in last year's show and received a great deal of attention at last week's event. There were no major introductions at the show, most vendors preferring to unveil their electronic wonders a few weeks or months prior to the gathering.

If anything, most people who elect-

(Continued on Page 2)

Users Warned of Hurdles In Road to Automated Office

By Bruce Hoard
CW Staff

HOUSTON — "You are sitting in the middle of something that is no longer a smooth evolution," Amy Wohl told National Computer Conference attendees last week at an overview session titled "The State of Office Automation."

The president of Advanced Office Concepts, Inc. discussed five "hot" office automation areas including management/professional workstations, personal computers, local-area networks, vendor selection strategies and compatibility.

In the realm of management/professional workstations, Wohl said, users are looking for "friendly interfaces," but she cautioned them against systems featuring menus that are too integrated. She cited touch screens as a boon to executives who do not like to type, but noted they are not right for people who interact with their systems heavily.

"Tailored interfaces" allow users to place infrequently used functions in an optional category, she said. They are currently available on systems that are vendor programmed, but not on those systems that require user programming.

(Continued on Page 6)

Standard Likely For Data Base? Panel in Doubt

By Tom Henkel
CW Staff

HOUSTON — Users waiting for a definitive data base standard can expect to wait a while, according to panelists here at last week's National Computer Conference.

A panel of data base researchers representing the American National Standards Institute and Codasyl evaluation boards consistently spoke in terms of "if" standards will be developed as opposed to "when" users might see them.

At this point, Ansi has determined that the goal it has been working on for the past 10 years — a single data base standard — is all wrong. Instead, Ansi has decided to develop a series of data base models, somewhere in the neighborhood of two to five, which will identify standardized data base software for a variety of applications, according to Dr. Terry Hardgraves of the National Bu-

(Continued on Page 2)

Point Four Minis Get Top Rating

By Tim Scannell
CW Staff

DELRAN, N.J. — Minicomputers from Point Four Data Corp. were rated tops, followed by machines from Hewlett-Packard Co. and Tandem Computers, Inc., in Datapro Research Corp.'s annual user survey of computer systems.

A total of 2,753 users, representing 3,350 computers, participated in the survey of minicomputers and small business systems.

The nearly 300 users of the top three systems scored their computers higher in terms of overall satisfaction than did users of machines from such companies as Wang Laboratories, Inc., IBM and Digital Equipment Corp. While only eight Point Four users participated in the survey, they also reported the smallest number of problems with their systems and were the only ones that unequivocally recommended them to other users, according to Datapro.

Other key findings of the survey:

- Machines from Microdata Corp. came in fourth, while those from Wang and Prime Computer, Inc. tied for fifth place.
- IBM and DEC — with a total of 1,504 respondents and more than 1,700 systems represented — had the largest number of users in the survey, but they finished sixth and seventh, respectively. Texas Instruments, Inc. came in eighth.

(Continued on Page 60)

COMPUTERWORLD
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Data Base Standard Put on Hold?

(Continued from Page 1)

reau of Standards' Data Base Study Group.

Calling data base standards research "the most explosive part of computing," Hardgrave said a precise definition of a data base must be developed to meet the growing demand for data base standardization.

In addition, new challenges to that standard must be scrutinized carefully to determine whether new data base technologies actually qualify for inclusion as a standard.

At Ansi, the bulk of that evaluation falls upon the institute's X3H2 Committee. X3H2 member Dr. Don Deutsch, manager of advanced data base products at General Electric Information Services Co., said his committee came close to agreeing on a standard in March 1981, but the standard fell short of obtaining an approving vote.

The problem with the proposed standard centered around a lack of a universal data definition language. Some committee members felt the standard would not succeed if the data definition language was "in a vacuum," Deutsch said.

In the past year, the X3H2 Committee has been trying to regroup to develop a standard, Deutsch said.

Recently, however, the X3H2 Committee had its work load virtually doubled. Ansi decided to extend the scope of the X3H2 Committee to include the relational approach in addition to the structured approach it has evaluated in the past.

In spite of its added work load, Codasyl's Eric Clements, an impromptu speaker at the session, applauded X3H2's work as having made great a contribution to streamlining the standards development and evaluation process.

"They're cleaning up our mess," Clements said, noting that information used to have to pass through eight or nine different committees for approval.

But even with the streamlined committee efforts, neither Hardgraves nor Deutsch appeared confident that users would obtain a workable standard in the near future.

NCC: Professionalism Grows

(Continued from Page 1)

ed to put up with the crowds, the Houston heat, the shuttle buses and overbooked hotels left with an education.

The conferences at NCC — which dealt with everything from software engineering and the institutionalization of Fortran to personal computers — were well attended, according to an Afips spokesman. In fact, more so than last year's show.

Many of those attending chose to devote three hours out of their cramped schedules to attend one of several Professional Development Seminars that were held off-site from the Astrodomain complex, where the show was centered. Afips would have had an even larger attendance at these extended lectures, but they were limited by space. Only about 100 people could fit into the rooms reserved at the Shamrock Hilton, a nearby hotel, and many who registered late had to be turned away, an Afips spokesman said. The organization hopes to rectify the situation by acquiring larger quarters for next year's show in Anaheim, Calif.

Many of the vendors veered from their usual test-drive campaigns and offered "mini-seminars" that were scheduled at various times throughout the day. For the first time, IBM reserved a portion of its massive booth to educate attendees on the latest in general technology. Through displays and well-rehearsed speakers, the firm unfolded details on such things as the Josephson junction, thermal conduction and high-density chips. Digital Equipment Corp. added to the educational spirit by distributing free paperback books that offered a general overview of personal computing.

Many other vendor representatives sported buttons that proclaimed "Ask Me About Ada" or simply "Ask Me," inviting questions and general queries that a few years back might have taken second place to a practiced product spiel.

This Week

IN DEPTH

Interview With Yoneji Masuda .....Follows Page 82
What to Expect From the 5th Generation ID/13

NEWS

Microcomputers Leave Back Seat for Center Stage ..4
Few Vendors Reveal New Mainframe Software 6
Z80-Based Micros Most Notable OA Products 7
How Do Women Moving Into Management Fare? 8
Firms Unveil On-Line Products, Net Updates 9
Don't Be 'Machine-Minded,' Exec Warns 10
NCC '82: A Photo Feature 11
Checklist Outlines Procedure for Selecting DBMS ...12
Professional Attitude Said Key to Success in DP 13
Old Laws Affect New DP Industry: Attorney 14
How Are You Weathering the Recession? 15
OA Planners Urged to Cut Organizational Costs 16
Olson Blasts H.R. 5158 as Anti-Competitive 17
Foreign Visitors' Concerns Hit Close to Home 19
ERA or Not, Tough Role Seen for Women in DP 20
'We Have a Long Way to Go': AWC Keynoter 21
Automatic Conversion of Data Bases Advocated ...23
DSS Use in Government Said a Tough Challenge ...24
You Can't Prevent a Tap: Experts 26
Panelists 'Debate' Censorship of Cryptology 27
CMU Goal: Applying AI to Management Tasks 29
Small Systems Users Rank Reliability Tops 31
Study to Probe Ethics in Applying DP Models 32
Nuclear Disposal Study Breeds Controversy 33
Newsletter Out on System/38 34
Discount Brokerage Firm Takes Stock in DBMS 35
Mail Bomb Case Still Unsolved by Post Office 38
Employee Benefits Division Profits From DBMS 40
Information Service for Elections to Start 44
Off the Press 46
Effective Language Interface Focus of Test 49
NYU Scientists Sift Results in Language Study 50
Managers on the Move 52
Wang, Burroughs Strong in Multiuser Tests 55
Edmonton System Sparks Interest From Others 57
Mini Users Stay With Present Units — Survey 60

EDITORIAL

Editorial: Greatest Show on Earth? 66
Reader Commentary: Ten Pitfalls of Management ...67
Human Connection: 'House' Set in Order 67

SOFTWARE & SERVICES

Prototyping May Alleviate DP Crunch 71
Operating System Designed for Engineering Jobs ...73
Word Processor Runs on PDP-11s 74
Cobol-Based Packages Available for Maintenance ..75
Programs Converted to Run on Nova Compatibles ..76
Editor Runs on Terminals Using HP 3000 78

COMMUNICATIONS

Consulting Firm Makes Right Connection 83
RJE Workstation Programs Fit MV8000, MV6000 ..86
Aid Links DEC Users to Input Ports of Remotes 88

SYSTEMS & PERIPHERALS

Emulex Storage Adapters Link Tape, Disk on VAX ..89
Stand-Alone CAD/CAM System Ties to VAX 90
Graphics Series Incorporates Bell's Unix, C 93

MINIWORLD

Firms Offer 16-Bit Dual-Processor Systems 97
Supermicro 8, 32 Get 16-Bit Processing 100

OFFICE AUTOMATION

Report: Copier Sales Key to Profits at Xerox 103
Structured Systems Bows OA-Oriented Products ..104

COMPUTER INDUSTRY

U.S., Canadian Firms Form DP Coalition 107
Supplier, Two Execs Charged With Conspiracy ...107
Firm Opts for General Ledger System's Flexibility ..108
Information Firms Told to Educate Governments ...110
U.S. Slant on High-Tech Trade Seen Gaining 112
Intel's IAPX 186 Integrates 16-Bit CPU 115
Directory Lists DP Purchasers 118
Computer Associates to Acquire Capex Corp. 119

ADVERTISING INDEX

.....152

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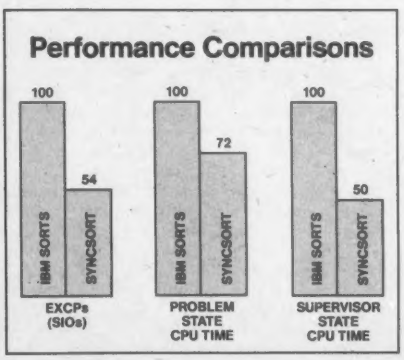

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CW Photos by S. Blakeney

Steelcase tried the silent sell.

Hardware Deep in the Heart of Texas

Microcomputers Leave Back Seat for Center Stage

By Tim Scannell
CW Staff

HOUSTON — A few years ago, microcomputers and small business systems occupied the back seat of the National Computer Conference. This year, however, they were definitely the driving force on the exciting, but at times confusing, exhibit floor.

As in past shows, last week's event had its share of new introductions and unveilings. But most were aimed at the small business microcomputer user. Even the traditionally large-system vendors debuted products that appealed to the lower end of the user spectrum, rather than just the "big machine" people.

CW At NCC

For example, taking a lesson from Digital Equipment Corp. — which a few months ago upgraded its VT-100 terminal with an add-in microcomputer — Harris Corp. introduced a microcomputing option for its recently unveiled Mind Series of distributed data processing computers. The option consists of two 8-in. 1M-byte diskette drives and Digital Research, Inc.'s CP/M and allows users to utilize Harris terminals as personal computers — completely independent of the Mind system.

The upgrade costs $3,100 and will be available in December. Harris is at 2101 W. Cypress Creek Road, Fort Lauderdale, Fla. 33310.

Cromemco took the wraps off an under-$1,000 personal computer that features 64K bytes of random-access memory (RAM), a 12-in. CRT screen and up to 390K bytes of disk storage. The C-10 system can do word processing or financial analysis. It will be available this fall. Cromemco is at 280 Bernardo Ave., Mountain View, Calif. 94043.

Lobo Drives International of Goleta, Calif., also introduced an inexpensive microcomputer — the Max-80, which has 64K bytes of RAM, a keyboard and ports to handle the firm's CRT monitor and disk drives. The basic unit costs $800 and the CRT terminal is priced at $150.

The firm also debuted an 8-in. floppy disk drive for the IBM Personal Computer, priced at $1,625. Lobo is located at 358 S. Fairview Ave., Goleta, Calif. 93117.

Other systems introduced include a Systems Group small business computer that generates user application software from user prompts and a portable Z80A-based system from Jonos Ltd.

Systems Group's computer, called Business Express, reportedly bypasses the use of high-level languages such as Basic and has a proprietary software/hardware design that is said to allow users to easily generate their own business applications software. The multiuser system, with 25K bytes of memory, costs from $12,000 to $18,000. The firm is located at 1601 Orangewood Ave., Orange, Calif. 92668.

Jonos Ltd.'s Courier computer weighs less than 20 pounds and has a 9-in. CRT screen and a full-editing terminal with 92 keys. The unit is one of the first to use Sony Corp.'s 3½-in. high-density minifloppy disk drives, offering a minimum of storage capacity of 644K bytes. The comptuer costs $3,995 with the CP/M operating system. An attachable printer option costs $595. Jonos Ltd. is at 920-C E. Orange Thorpe, Anaheim, Calif. 92801.

Onyx Systems, Inc. also debuted a small computer, a multiuser version of its Sundance model. The Sundance II has up to 256K bytes of memory, an integral Winchester disk drive, a 12M-byte tape backup, detachable keyboard and green-phosphor CRT terminal. The system is available as a single-user system for $8,550, but can be upgraded to handle three users. The three-user version costs about $10,000. Onyx is at 25 E. Trimble Road, San Jose, Calif. 95131.

Finally, Morrow Designs, Inc. added to the $1,000 micro fray by unveiling a Z80-based system that has a 200K-byte disk storage capability. The system costs $1,195. Morrow is headquartered at 5221 Central Ave., Richmond, Calif. 94804.

Peripherals Make Strong Showing at NCC

By Tim Scannell
CW Staff

HOUSTON — Although the temperature outside the well-cooled Astrodomain complex — where the National Computer Conference was held — flirted with the 100-degree mark, there was a blizzard of peripherals introductions at the show.

Printronix, Inc., based in Irvine, Calif., unveiled an intelligent graphics processor that reportedly can perform such functions as forms generation, bar coding and reverse-image printing. It costs $1,095 and is scheduled for delivery in September. Printronix is at 17500 Cartwright Road, P.O. Box 19559, Irvine, Calif. 92713.

Other introductions include:

• Cartridge tape drives and printers from North Atlantic Industries, Inc.'s Qantex Division. The Models 450 and 451 high-density tape drives are bidirectional and both have storage capacities up to 17.3M bytes. They each cost $1,835. North Atlantic Industries is located at 60 Plant Ave., Hauppauge, N.Y. 11788.

• A desktop, punched-tape reader from Remex, a division of Ex-Cell-O Corp., that responds to Ascii control characters for remote control and has a 300 char./sec transmission rate. The RRJ 7156 is priced at $875. Ex-Cell-O is at 1733 E. Alton Ave., Irvine, Calif. 92714.

• A series of color terminals and a color printer from Envision Corp., based in San Jose, Calif. The Models 210, 220 and 230 terminals have integral 16-bit microprocessors and up to 128K bytes of program memory. They cost $3,450, $4,950 and $6,950, respectively.

The Model 420 color printer offers full graphics and letter-quality printing. It is also controlled by a 16-bit micro and has a 128K-byte memory buffer. The unit costs $3,950. Envision is at 631 River Oaks Pkwy., San Jose, Calif. 95135.

Getting down to the lower end of the peripherals spectrum, Quadram Corp. of Norcross, Ga., debuted a 128K-byte intelligent printer controller/buffer that can accept the printer output of from one to eight computers. Called the Interfazer, the unit costs $295 for the base unit and $295 for each 64K bytes of memory. More information is available from Quadram at 4357 Park Drive, Norcross, Ga. 30093

Micro Technology, Inc. unveiled a mini-Winchester controller for Digital Equipment Corp. RL01 and RL02 disk drives. The device allows a storage capacity of up to 41.6M bytes and costs $1,895. The firm is located at Suite 714, 3605 W. MacArthur Blvd., Santa Ana, Calif. 92704.

And Intersil Systems, Inc. unwrapped a 32K-byte Q-bus-compatible memory card that is compatible with DEC's LSI-11/23 processor. Intersil is at 1275 Hammerwood Ave., Sunnyvale, Calif. 94086.

'Stuffers' Find Slim Pickings

By Bob Johnson
CW New York Bureau

There were slim pickings in terms of new or unusual giveaway items for National Computer Conference attendees this year.

Whether it is the effect the recession is having on a company's ability to spend or the fact that the worth of items such as keychains with company logos is questionable, NCC exhibitors and attendees agreed this year's show did not offer much for the DP "bag stuffer."

Mark Kaufman, an attendee from Gateway Electronics in Houston, said the free items normally given away are here at NCC, but there is "nothing new."

"I haven't seen many novelty things that I would like to pick up. There is plenty of company information and brochures, but that's to be expected," he continued.

While there were few exotic gifts, some firms' offerings drew extra interest from the NCC attendees. Issco Graphics, Inc., gave away a full-color poster produced via computer graphics. Peter Preuss, president of Issco, said he likes the idea of giving away computer graphics posters because they show a combination of the computer's ability and "beauty."

Another company that supplied a popular freebie was Wolfe Computers Aptitude Testing Co. Stephen Berke, a company vice-president, said giving NCC attendees a vinyl briefcase was a way in which to foster the feeling of professionalism that the company hopes to offer. "Our company deals with the cerebral part of the computer industry by offering aptitude testing. Our gift helps us get the message across," he pointed out.

Berke added that the recession may be a primary cause for the lack of substantial gifts at this year's show. "Companies feel that the gifts normally given, like keychains, are not necessarily attracting the caliber of people they are looking for."

The show's most rare and valuable gifts had to be won. Contests and drawings were the "bag stuffer's" best bet.

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STRUCTURED PROGRAMMING IN COBOL
NEW YORK AUG. 23-24

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LOS ANGELES JULY 15-16
NEW YORK JULY 22-23
SAN FRANCISCO AUG. 12-13
TULSA AUG. 26-27
BOSTON SEPT. 9-10
TORONTO SEPT. 16-17
BALTIMORE SEPT. 27-28

INFORMATION MODELING WORKSHOP
NEW YORK JULY 26-30
LONDON AUG. 9-13
BALTIMORE AUG. 16-20
TORONTO AUG. 23-27
BOSTON SEPT. 13-17
ANAHEIM SEPT. 20-24
DALLAS SEPT. 20-24
SAN FRANCISCO SEPT. 27-01

DATABASE ADMINISTRATORS WORKSHOP
NEW YORK JULY 12-16
HOUSTON AUG. 2-6
ANAHEIM SEPT. 13-17

INTERNAL CONTROLS AND DATA SECURITY WORKSHOP
TORONTO JULY 14-16
CHICAGO JULY 28-30
SAN FRANCISCO AUG. 18-20
OTTAWA AUG. 25-27
NEW YORK SEPT. 8-10
LOS ANGELES SEPT. 22-24

AUDITING STRUCTURED ANALYSIS AND DESIGN WORKSHOP
NEW YORK JULY 19-23
CHICAGO SEPT. 20-24

PROJECT AND TEAM MANAGEMENT WORKSHOP
WASHINGTON, DC JULY 14-16
TORONTO JULY 28-30
HARTFORD AUG. 11-13
ATLANTA AUG. 25-27
CALGARY SEPT. 8-10
NEW YORK SEPT. 22-24

MGT. IMPLICATIONS OF STRUCTURED TECHNIQUES FOR MICROPROCESSORS
SUNNYVALE JULY 8-9
ROCHESTER SEPT. 2-3

KNOWLEDGE BASED SYSTEMS: MANAGEMENT PERSPECTIVE
SUNNYVALE JULY 9
PHOENIX JULY 26
CHICAGO AUG. 20
TORONTO AUG. 23
ANAHEIM SEPT. 10
NEW YORK SEPT. 17

FUTURE TRENDS IN SOFTWARE DEVELOPMENT
NEW YORK SEPT. 22

INTERVIEWING SKILLS WORKSHOP
LOS ANGELES JULY 15-16
CHICAGO JULY 29-30
SAN FRANCISCO AUG. 19-20
BOSTON AUG. 26-27
MEXICO CITY SEPT. 9-10
NEW YORK SEPT. 23-24

STRATEGIES FOR SOFTWARE DEVELOPMENT
ATLANTIC CITY JULY 14-16
TORONTO JULY 19-21

INTRODUCTION TO THE TOOLS OF STRUCTURED DESIGN
NEW YORK AUG. 30-31

STRUCTURED DESIGN WORKSHOP
PITTSBURGH JULY 12-16
OTTAWA JULY 12-16
MILWAUKEE JULY 12-16
TORONTO JULY 26-30
DENVER JULY 26-30
SALT LAKE CITY JULY 26-30
CALGARY AUG. 2-6
HOUSTON AUG. 9-13
SAN DIEGO AUG. 9-13
SEATTLE AUG. 16-20
SAN FRANCISCO AUG. 16-20
NEW YORK AUG. 23-27
HALIFAX AUG. 23-27
SALT LAKE CITY AUG. 26-30
BOSTON SEPT. 13-17
WINNIPEG SEPT. 13-17
PORTLAND SEPT. 13-17
LOS ANGELES SEPT. 20-24
CHICAGO SEPT. 20-24
OKLAHOMA CITY SEPT. 20-24
LONDON SEPT. 20-24

STRUCTURED SYSTEMS DEVELOPMENT
OKLAHOMA CITY JULY 7
STAMFORD JULY 8
ANAHEIM JULY 9
SEATTLE AUG. 2
BOSTON AUG. 4
JACKSONVILLE AUG. 6
MINNEAPOLIS SEPT. 2
WASHINGTON, DC SEPT. 10
COPENHAGEN SEPT. 10

MANAGING STRUCTURED PROJECTS
SAN DIEGO JULY 8-9
SEATTLE JULY 12-13
MEXICO CITY JULY 15-16
OTTAWA JULY 19-20
WASHINGTON, DC JULY 29-30
LOS ANGELES AUG. 5-6
NEW YORK AUG. 19-20
RALEIGH AUG. 26-27
SALT LAKE CITY AUG. 19-20
TORONTO SEPT. 9-10
SAN FRANCISCO SEPT. 16-17
PHOENIX SEPT. 20-21
CHICAGO SEPT. 27-28
BOSTON SEPT. 23-24

STRUCTURED ANALYSIS & SYSTEM SPECIFICATION WORKSHOP
ANAHEIM JULY 12-16
BOSTON JULY 12-16
ATLANTA JULY 19-23
DENVER JULY 19-23
MILWAUKEE JULY 19-23
AMSTERDAM JULY 19-23
OKLAHOMA CITY JULY 26-30
SAN FRANCISCO JULY 26-30
PHOENIX JULY 26-30
SAN JUAN AUG. 2-6
CHICAGO AUG. 2-6
SEATTLE AUG. 2-6
MEXICO CITY AUG. 16-20
EDMONTON AUG. 16-20
WASHINGTON, DC AUG. 23-27
MELBOURNE AUG. 23-27
TORONTO AUG. 23-27
PORTLAND SEPT. 13-17
NEW YORK SEPT. 13-17
HALIFAX SEPT. 13-17
SAN DIEGO SEPT. 20-24
HOUSTON SEPT. 20-24
LOUISVILLE SEPT. 20-24
CALGARY SEPT. 27-01
OTTAWA SEPT. 27-01
INDIANAPOLIS SEPT. 27-01

STRUCTURED ANALYSIS & DESIGN WORKSHOP
COPENHAGEN JULY 12-16
WASHINGTON, DC JULY 12-16
OTTAWA JULY 12-16
SAN FRANCISCO JULY 19-23
HOUSTON JULY 19-23
CALGARY JULY 26-30
CHICAGO JULY 26-30
BOSTON AUG. 2-6
TORONTO AUG. 2-6
LOS ANGELES AUG. 9-13
WINNIPEG AUG. 16-20
SAN ANTONIO AUG. 16-20
MINNEAPOLIS AUG. 16-20
TULSA AUG. 23-27
DENVER SEPT. 13-17
MONTREAL SEPT. 13-17
NEW YORK SEPT. 20-24
ATLANTA SEPT. 20-24
HALIFAX SEPT. 20-24
PHOENIX SEPT. 27-01
CHATTANOOGA SEPT. 27-01
JACKSONVILLE SEPT. 27-01

STRUCTURED ANALYSIS FOR REAL TIME SYSTEMS
CHICAGO JULY 19-23
ANAHEIM JULY 26-30
WASHINGTON, DC AUG. 23-27
SAN MATEO AUG. 23-27
HOUSTON SEPT. 13-17
NEW YORK SEPT. 20-24
TORONTO SEPT. 27-01

STRUCTURED ANALYSIS FOR USERS
NEW YORK JULY 14-16
CHICAGO AUG. 18-20
SAN FRANCISCO SEPT. 15-17
TORONTO SEPT. 22-24

ADVANCED STRUCTURED ANALYSIS
NEW YORK JULY 12-16
OTTAWA JULY 19-23
MONTREAL JULY 26-30
BALTIMORE AUG. 2-6
HOUSTON AUG. 16-20
CHICAGO AUG. 23-27
LONDON SEPT. 6-10
TORONTO SEPT. 13-17
ANAHEIM SEPT. 27-01
DALLAS SEPT. 20-24
SAN FRANCISCO SEPT. 20-24

INTRODUCTION TO THE TOOLS OF STRUCTURED ANALYSIS
OTTAWA JULY 8-9
WASHINGTON, DC AUG. 12-13

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Few Vendors Reveal New Mainframe Software

By Lois Paul
CW Staff

HOUSTON — Vendors of mainframe software for the most part did not use this year's National Computer Conference as a launching pad for new products. Most announcements of new software products were generally for microcomputer users.

Among the mainframe software vendors that did unveil new products was Westinghouse Electric Corp., which introduced three systems software products for IBM 370 and 4300 systems running under DOS/VS(E). Visual Aids is a group of on-line utility packages designed for use by systems and applications programmers for expediting the development, testing and maintenance of systems and applications software. The set of software tools cost $2,250 for Westinghouse Westi and Scepter users and $3,000 for CICS users.

Spoolprt was designed to enable users to select information from the IBM Power/VS(E) list queue and print it on any IBM 3280 series printer in the teleprocessing network. It is priced at $2,250 for the Westi version and $3,000 for the CICS version.

The third product, Matchbook, reportedly compares information from two computer programs and prints out discrepancies in the two files. Its price is $750.

All three Westinghouse products are being offered at these prices, which include a 25% discount, until July 1. The vendor is headquartered at 2040 Ardmore Blvd., Pittsburgh, Pa. 15221.

SAS Institute, Inc. announced the availability of SAS and SAS/Econometrics and Time Series (ETS) for IBM and plug-compatible systems running under DOS/VSE Release 2.0 or above.

For the first year and first CPU, the fee for the DOS version of SAS is $5,000, and the annual renewal fee is $2,000. SAS/ETS is available under DOS for $2,000 for the first year, first CPU and $1,000 each year thereafter.

The vendor also introduced a batch message processing interface for SAS/IMS-DL/1. Available free to current users, the interface is priced at $3,000 annually for new customers, according to SAS at SAS Circle, Box 8000, Cary, N.C. 27511.

Integrated Software Systems Corp. (Issco) announced Cuechart, a graphics software package designed to work with Issco's Tell-A-Graf graphics software to enable office personnel to create tailored graphics from standardized formats.

The price of Cuechart will be $2,500, with a special price of $1,800 if ordered within the three months following NCC. Cuechart will be available for delivery in approximately 60 days. Issco is based at 4186 Sorrento Valley Blvd., San Diego, Calif. 92121.

Among the microcomputer products introduced at the show was an implementation of a Unix-like operating system on IBM's Personal Computer by Mark Williams Co. This software is available for approximately $500 from the vendor at 1430 W. Wrightwood Ave., Chicago, Ill. 60614.

A Basic interpreter for the IBM Personal Computer was announced by Holland Automation U.S.A., Inc. The HAI/BAS Basic Compiler is priced at $450 from the vendor at 3400-D W. MacArthur Blvd., Santa Ana, Calif. 92704.

The Last One, an applications generator for users of Apple Computer, Inc.'s Apple II, Radio Shack Corp.'s TRS-80 and other microcomputers, was unveiled by Southwest Microcomputer Systems.

It is available for approximately $600. Southwest Microcomputer is based at Suite 220, 16885 W. Bernardo Drive, San Diego, Calif. 92127.

Kryptyk, a software encryption package designed to enable users of micros running under Digital Research, Inc.'s CP/M or MP/M operating systems to achieve program and data security without hardware modification, was announced by Epic Computer Products, Inc.

It is available for $250 from the vendor at Suite B, 10725 Ellis, Fountain Valley, Calif. 92708.

Micro Peripherals, Inc. introduced a graphics package called AP-PAK for users of Zenith Data Systems Inc.'s Z89 and Z90 microcomputer-based systems. The software is available immediately and retails for $55 from 4426 S. Century Drive, Salt Lake City, Utah 84107.

CW At NCC

Tools Debut for MVS Users

By Jeffry Beeler
CW West Coast Bureau

HOUSTON — Users of MVS-driven mainframes can reportedly optimize their systems' performance and plan their future capacity needs with a set of integrated software tools that made their debut at the National Computer Conference.

Boole & Babbage, Inc.'s latest IBM-oriented product family consists of three complementary components, all of which come under the company's Capacity Management Facilities (CMF) umbrella.

The three constituent modules include Performance Data Base (PDB), a Codasyl data base management system; Model, a facility for interactively modeling MVS and its operating environment's global features; and Workbench, a user interface that encompasses the other two.

CMF/PDB allows computing professionals and business planners to analyze historical data about their system's performance and then use the results of those analyses to help optimize their current data center operations, according to a Boole & Babbage spokesman.

CMF/Model, by contrast, reportedly allows users to extrapolate from the same historical data and predict what their capacity needs are likely to be in the future.

Integrating the other two members of the CMF family is CMF/Workbench, which uses the same menu as the IBM 3270 and presents systems output in various pictorial formats.

CMF/PDB and CMF/Model cost $20,000 and $25,000, respectively. CMF/Workbench, which is necessary for the operation of the other two, costs $20,000.

All three products will be available during the third quarter from Boole & Babbage at 510 Oakmead Pkwy., Sunnyvale, Calif. 94086.

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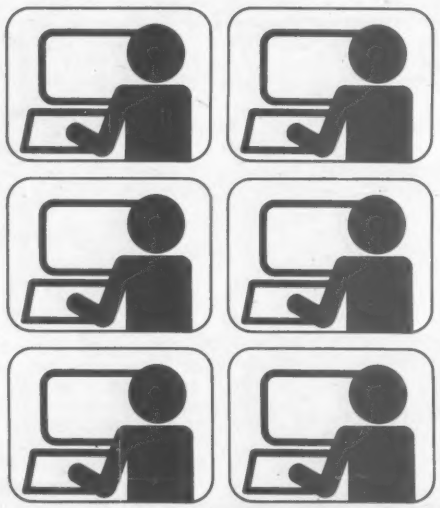

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Wohl Warns Users About Hurdles On Road to Automated Office

(Continued from Page 1)

According to Wohl, by 1981 there were 50 million Americans in various office jobs ranging from clerical to management positions. "If we don't address the problems in terms of those people, I rather doubt we will be able to reach office automation in the form we have been working toward," she said.

Management/professional workstations cost between $1,000 and $35,000, she observed, adding that one with graphics and local storage should be available for less than $5,000. Taking a poke at the Xerox Corp. Star professional workstation, she cajoled, "Gee, Xerox, we wonder when you're going to get around to offering a Starlet rather than a Star."

Turning to personal computers, Wohl noted that one year ago no major vendors were offering them, and now nearly all of them are. For users, that means enjoying national account-level discounts and service.

In addition, over the next year personal computers will become integrated with overall product strategies, something Xerox is doing better than anyone else right now, she said.

Personal computers have increased in power to the point where they now have up to 256K bytes of processing power along with graphics and full-color options. To the extent they are configured for use by more than one person, she called them "very inexpensive professional workstations."

There are still software problems for personal computer users, however. Wohl claimed "CP/M compatibility is, in some sense, a myth," and noted many CP/M packages are games or lack support.

She questioned whether baseband local-area networks such as Xerox's Ethernet are "robust" enough to handle a wide variety of office applications. If users just want to pass data and text, they probably are, she said; if users are looking to include image and voice in their office transmissions, they may not be.

Using CP/M

Z80-Based Micros Most Notable OA Products

By Bruce Hoard
CW Staff

HOUSTON — Z80-based microcomputers running CP/M operating systems were the most notable office automation products introduced at the National Computer Conference here last week.

Cromemco Corp. unveiled its Z80A-based C-10 system. The C-10 system features 64K bytes of random-access memory (RAM), a 12-in. green phosphor CRT screen, Structured Basic language, a word processing package and a spreadsheet calculator program.

Using the CP/M operating system, the C-10 also includes a double-sided, double-density disk drive, a detachable keyboard, both an RS-232 serial and parallel port and RS-232 modem port with full handshake capability. This Super Pak package costs $1,785.

The system's components are available individually. For instance, the basic C-10 personal computer without keyboard costs $995; the keyboard costs $195; the 390K-byte floppy disk drive, $595; and a letter-quality printer, $895.

Cromemco is located at 280 Bernardo Ave., Mountain View, Calif. 94043.

Targets Small Businesses

Toshiba America, Inc. took the wraps off its T100 personal computer aimed at small business use. In addition to its CP/M operating system, the T100 personal computer features three standard memory units, up to 1M byte of external floppy disk memory, several I/O video screen arrangements and high-resolution color graphics.

For main memory, the T100 uses 64K bytes of RAM. It also uses 32K bytes of read-only memory (ROM) for Basic language and a 16K-byte memory for video. RAM and ROM packs of 32K bytes are available as options.

Built around a Z80A microprocessor, the personal computer features a 90-key detached keyboard and five I/O screen options, including a flat-panel liquid crystal display showing eight lines of 40 characters each. Its graphics displays present an array of 640-dot horizontal lines and 200-dot vertical lines.

The T100 in a typical configuration costs $2,485 from Toshiba America at 2441 Michelle Drive, Tustin, Calif. 92680.

Micro Workstation

Zilog, Inc. introduced its MCZ 2/60. In addition to running CP/M, the Z80-based microcomputer workstation also runs Zilog's RIO operating system, enabling it to serve as a node on the Z-Net local-area network.

The basic MCZ 2/60 system includes two standard microcomputer boards. A processor board, based on the Z80, contains a Centronics-compatible parallel printer interface. It also contains a Z-Net interface. A RAM/ROM board contains 64K bytes of memory.

The system also includes a serial port for asynchronous or binary synchronous communications (BSC) or serial printer connection. An optional 2.4M-byte disk drive subsystem, the FDZ 2/34, is also available. Options on the RIO operating system include Cobol, the Wordstar word processing package and Zilog's asynchronous communications software, Asynch.

Packaged with an FDZ 2/34, the MCZ 2/60 costs $8,450 from Zilog at 1315 Dell Ave., Campbell, Calif. 95008.

The LEX-31 portable personal communications computer from Lexicon Corp. measures 8½ in. by 11 in. by 2¾ in. and features a full Ascii keyboard, 40-col thermal printer and an integral 300 bit/sec modem.

The LEX-31 device can be used from any phone booth, and it allows users to communicate with office computers, a data bank, time-share computers or to get credit verification.

CW At NCC

A free Dow Jones password and one free hour of system usage on the Dow Jones News/Retrieval Service come with the LEX-31.

It costs $995 from Lexicon at 1541 N.W. 65th Ave., Fort Lauderdale, Fla. 33313.

BBN Computer Corp. announced four information management capabilities for its C Machine family. The packages include the Infomail electronic mail system, the EZcalc spreadsheet modeling program, the NPP text-formatting preprocessor and an enhanced release of Pen full-screen editor.

The prices are $20,000 for Infomail, $500 for EZcalc and $1,500 for Pen; Pen is bundled at no additional charge, according to BBN, which is located at 33 Moulton St., Cambridge, Mass. 02238.

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MK11-CE 512K	6,600		
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QP100-CQ	1,225		
RK-07	8,400		
RLV21-AK Disk Drive & Ctrl (10 Meg)	3,300		
RLV11-AK Disk Drive & Ctrl (5 Meg)	2,900		
MK11-CF	19,950		
MS11-MB	3,990		
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LA-36 DK	950	595
VT-52	1,295	—
LA-180	695	475
LA-34 DA	795	—
VT-100	1,395	995
VT-101	925	—
VT-131	1,430	—

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912B	655	—
920C	—	495

LEAR SIEGLER		
ADM-3A	$575	$395
ADM-5	625	450

DIABLO		
1620-1	$ —	$1,395
1640-1	—	1,495
1641-1	—	1,450
1650-1	2,670	2,195
Xerox 1750-1	2,870	—
1660-1	—	595
DTC 300 (Same as 1620)	—	595

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11/34A-YF 256KB	12,500
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8421	1,250	595
950	1,195	—
815	—	295

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103	—	100
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Show Floor Poll

How Do Women Moving Into Management Fare?

By Marguerite Zientara
CW Staff

HOUSTON — Do women in DP face special problems when they switch from technical to management positions?

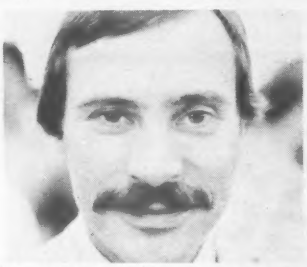
Of 10 NCC attendees interviewed as they waited in line to register here last week, five said "no," four said "yes" and one woman who is being groomed for a management position said she hoped not.

Wendy Thompson, technical instructor, Texas Instruments, Inc., Austin, Texas.

CW Photos by J. Bertino

Russell Allen, programmer, Hughes Drilling Fluids, Houston.

Paula Lockwood Olson, data management manager, TRW Corp., Redondo Beach, Calif.



James Joyce, market analyst, Raytheon Data Systems, Norwood, Mass.

Les Spencer, assistant data manager, city of Cleveland.

Melinda Rowe, senior market analyst, Yates Ventures, San Francisco.

CW At NCC

Wendy Thompson, a technical instructor for Texas Instruments, Inc. in Austin, Texas, does not anticipate many problems upon her entry into management. "At our company, we have lots of women managers and they don't have any problems; they are accepted as managers.

"The size of the firm may be a factor," she added, noting that "There usually aren't sexual harassment problems in large companies."

Nevertheless, from the data management manager of another large firm, TRW Corp. in Redondo Beach, Calif., the general word was "Yes, they do."

Paula Lockwood Olson explained, "It depends on the company: one company will think women are more technical- than management-oriented and the next company will think just the opposite.

"Women must have the technical expertise to establish credibility," Olson said. "Once they have the technical capabilities, then they're ready for management.

"I definitely want to see more women in management and I'm promoting competent women just as fast as I can," she added.

Credibility is the watchword in the eyes of many regarding this issue. Saying that women "definitely" face "lots of barriers in a male-oriented industry," Melinda Rowe, senior market analyst for Yates Ventures in San Francisco, noted that credibility is the major problem faced by women moving into DP management.

"It's a whole different world for women, who are not oriented toward DP, with the added problem of having to manage male programmers," Rowe said.

'Wise, Shrewd and Clever'

"It's a continuous job in which one always has to be on the alert and agreeable," she observed. "If you're not a women's libber type and have come up through the ranks, then you're someone who has had to be wise, shrewd and clever and has only opened your mouth when you were sure of the right answer."

Russell Allen, a programmer for Hughes Drilling Fluids in Houston, felt women do have problems moving into management "just in the way people look at them. I don't know why and I don't understand it, but they seem to be overlooked for things."

Another respondent pointed out, "I don't think women in DP face any more difficult problems than any women in management. Entering management is the problem, not entering management in DP," observed Les Spencer, assistant manager of the data center for the city of Cleveland.

"The primary problem is being accepted as a manager," Spencer said, "and that depends on making the transition from saying 'I am a woman' to saying 'I am a business person.' That's the hardest part."

Of the optimists in the group surveyed, Shirley Renk, general office DP manager for AEI Corp. in Irvine, Calif., led the pack. "If a woman is smart enough to get there on her own, she will have no more problems than a man."

James Joyce, market analyst for Raytheon Data Systems in Norwood, Mass., agreed to the extent that his own manager "started on the software side and she's in planning now. I don't think she's having any problems; in fact, she's doing very well."

While acknowledging that some corporations might have such problems, Project Leader Clarence Mitchell of Brown & Root in Houston claimed no such problems exist in his company, at least "not overtly."

"I think women are progressing a whole bunch although they might have some problems," Mitchell said. "My manager was a woman and I have a woman working for me in a management position."

While Gay Goforth, security and audit officer for distributive equipment in the Texas Department of Human Resources, has "not personally found it to be true," she noted that there are "not a whole lot of women in management in my technical area.

"I don't think it's a conscious move to exclude them, but when I reflect on the number of women there, it makes me wonder," she added.

In Japan, there is "still a kind of prejudice against women," explained Kawaguchi Tim, a manager with the Tokyo-based Tel America branch in Los Angeles.

Nevertheless, he said, "In our company, there are several female software engineers who are superior to their fellow workers. I don't think there are any problems.

"In Japan," he noted, "women in management are just taking off."

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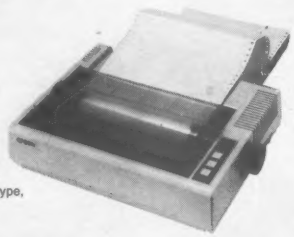

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Firms Unveil On-Line Products, Net Updates

By Phil Hirsch
CW Washington Bureau

HOUSTON — Several new on-line terminal products and communications network enhancements were shown at the National Computer Conference last week. They included the following:

• A 3270-compatible information display system from Control Concepts Corp., Arlington, Va., priced at $3,350, which the manufacturer said provides cost-savings of 40% to 70% over the comparable 3276-12 models. The Control Concepts CC-3276 terminal uses the Synchronous Data Link Control protocol and is compatible with Systems Network Architecture PU Type 2 specifications. Control Concepts, a division of Presearch, Inc. is at 2351 S. Jefferson Davis Highway, Arlington, Va. 22202.

• Applied Digital Data Systems, Inc. (Adds) showed the Viewpoint/60, which they described as "a smart editing terminal at a dumb terminal price" — $895 in single quantities. It supports transmission at 110 bit/sec to 19.2K bit/sec. and includes EIA RS-232C, RS-422, or current loop interfaces, the company said. Adds is at 100 Marcus Blvd., Hauppage, N.Y. 11787.

• Topper, described as a telecommuting console for 3270 networks, was introduced by Beehive International, Inc. Key features are said to include a fullycompatible 3278 keyboard, 12 in. high-resolution monitor and three operational modes. As a stand-alone CP/M-based computer it has 64K bytes of random-access memory and 500K bytes or 1M byte of floppy disk storage. Topper is priced at $2,495 to $2,995 from the firm at 4910 W. Amelia Earhart Drive, Salt Lake City, Utah 84125.

• A terminal module that reportedly adds telex, TWX and long-distance dial-up capability to an existing terminal, computer or word processor was introduced by Datatronix, Inc. The Dataport II also performs speed and code conversion and provides store-and-forward message transmission, the company said. Price of the Dataport II is $1,250. Datatronix is at 2100 Reston Ave., Reston, Va. 22091.

• The 3270-6, a new clustered terminal controller that emulates the IBM 320, was introduced by Datamedia Corp. Simultaneously, the company unveiled the 3270-8, which reportedly can communicate with an IBM host at speeds up to 9,600 bit/sec using binary synchronous line protocol. Prices for the 3270-8 start at $1,995 and for the 3270-6 at $2,895 from Datamedia at 7401 Central Highway, Pennsauken, N.J. 08109.

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• Axlon, Inc. of Sunnyvale, Calif., announced a hand-held portable data terminal, the Axion Datalink Series 1000, which includes a 16-char. display, 224-char. storage capacity, RS-232C output port and built-in phone modem. Axlon is at 170 Wolfe Road, Sunnyvale, Calif. 94086.

• Paradyne Corp. announced a personal/business computer option for its Pixnet and Response systems, which the vendor said features both desktop computing and IBM 3270 interaction with the host computer. Dubbed the PDS 270 Option, it is implemented on the already announced PDS 270 terminal, which includes a visual display terminal, microprocessor, disks, printers and the MS-DOS operating system. A keyboard switch changes the unit from a 3270 to a stand-alone personal computer. The option costs $3,500. The terminal costs $3,000 from Paradyne at 855O Ulmerton Road, Largo, Fla. 33541.

Sytek Introduces Control Center

HOUSTON — A network control center for the Sytek, Inc. Localnet was introduced at the National Computer Conference here last week. Consisting basically of a microprocessor-equipped CRT and keyboard, the unit provides resource management, performance measurement and encryption services to Localnet nodes.

The basic version of the 50/100 Network Control Center is priced at $18,000. Its main functions are to control access to specified network resources — for example, a laser printer or restricted files — and to provide logical addresses for plain English addresses input by users.

The Network Control Center's basic configuration includes an integral 10M-byte Winchester disk, an 8 MHz Motorola MC68000 microprocessor, 256K bytes of memory and RS-232C-compatible asynchronous and synchronous interfaces.

Included in last week's announcement were two software enhancements to the basic Network Control Center — a "digital monitoring service that measures performance, and a "key distribution center" that performs message encryption. Pricing for these enhancements has not yet been set, the vendor said, but indicated they would each sell for approximately $2,000. Sytek is headquartered at 1153 Bordeaux Drive, Sunnyvale, Calif. 94086.

Purdue Professor Receives Award

By Bruce Hoard
CW Staff

HOUSTON — Prof. King-sun Fu of Purdue University received the Harry Goode Memorial Award at the National Computer Conference last week in recognition of his outstanding contributions to the information processing sciences.

CW Photo by S. Blakeney
King-sun Fu

Fu was honored for his work in the field of theory of syntactic pattern recognition, which with statistical pattern recognition makes up the discipline of pattern recognition.

In the realm of industry, his work led to applications such as filament quality controls and fingerprint recognition and in medicine, to blood cell classification.

In 1981, he received the American Society for Engineering Education Senior Research Award and in 1982, the Institute of Electrical and Electronics Engineers Education Medal.

Don't Be 'Machine-Minded,' Exec Warns at Plenary Talk

By Tim Scannell
CW Staff

HOUSTON — Do not neglect the individual. Don't be "machine-minded." Be aware of the persuasive as well as pervasive effect computers can have on your life.

These thoughts may seem almost contrary to the spirit of an event like the National Computer Conference, where the spotlight is focused more on the machines and technology than on the people flooding the exhibition floor. But it was part of the message Theodore A. Burtis had yesterday for attendees at the show during a plenary session that dealt with a variety of subjects including people, computer technology and the U.S. free-enterprise system.

Burtis is chairman of the board and chief executive officer of Sun Co., reportedly the 11th largest firm in the nation and the 17th largest industrial company in the world.

Just before Burtis began his speech, which was targeted partly at the importance of humanity in computing, the American Federation of Information Processing Societies, Inc. (Afips) awarded Dr. King-sun Fu its Harry Goode Memorial Award for his contributions as a teacher in the engineering profession. Afips also cited Fu for his work at Purdue University in the area of pattern recognition and image processing (see related story).

In his speech, which was compared by some of the attendees to a pep talk, Burtis stressed the commitments vendors and computer users have to people both in and outside the industry.

Referring to the present-day world as a giant "Rubik's Cube," with everybody twisting and turning it in different directions, he warned "if we don't deal with the problems of the present, the promise of the future is likely to elude us."

The first issue Burtis attacked in his short speech is the habit some people have of placing more importance on machines than on the people who are affected by them. He also chastised those people who consistently resort to cut-and-dried technical plans of action, at the expense of creativity.

"The Mona Lisa couldn't be painted by a committee and no task force could have composed Beethoven's Ninth," he quipped.

Companies must maintain effective communications with the public and not assume they know what you do or how the technology will affect them. "Take it from one who has a great many scars," he added, drawing on his experiences as an oil company executive.

Turning the other cheek, Burtis also warned his listeners not to neglect the technology. Vendors and users have to make long-range investments of their money and their minds.

"We are a nation of chronic tinkerers and we'd better continue to be," he warned. He also focused on people and companies that need computers but might be afraid of automation. "Companies that do not take advantage of the technology run the risk of being dominated by those that have."

Burtis chastised those vendors that have made errors a part and parcel of everyday business. First drafts of reports — which are common business items — are simply acknowledgements that they are not the best work. And it is no longer unusual to include repair kits with products sold to the public.

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NCC '82

Photo Feature
By Susan Blakeney
And Vic Farmer

The eyes of Texas are upon you.

Guess what state NCC was in this year?

It was hard to tell where registration lines began and ended.

A good ol' boy saddles up to a printer.

Let's check the map before we go any further.

Ron Boley fine tunes the Execuport.

Richard Leslie demonstrates Decmate II.

CW Photo by S. Blakeney

Waiting for the Exhibit Floor to Open

Checklist Outlines Procedure For Selecting, Evaluating DBMS

HOUSTON — What do you do when your first assignment with a firm is to evaluate and select a data base management system (DBMS)?

What Edward Davidson of the Military Programs Department of General Electric Co.'s Space Systems Division did was quickly to put together a methodology and checklist.

He shared the results during a session on "Evaluating Data Base Management Systems," at the National Computer Conference here last week.

"Consider what you go through when you purchase a major appliance or a car," Davidson said. You determine the type of car you need and then begin a series of steps to decide what you need and compare and eliminate some of your possible choices, he said.

Purchasing Steps

"You use the same steps when selecting software," Davidson said. He then outlined the procedure that he followed:

• Define evaluation resources. Davidson described this as including housekeeping functions, such as determining the staff that is available; deadlines; budget; support services available; and user contacts.

• Identify the operating environment, including the hardware, operating system and any future changes in this environment that are planned.

• Identify candidate software by reading publications and directories.

• Solicit product documentation. Davidson said that even sales brochures, although not heavily detailed, can be useful in eliminating products that do not include all requirements that have been identified as critical.

• Define DBMS requirements. According to Davidson, the organization should prioritize these, assign weights to critical requirements and categorize them by DBMS feature and function.

• Define evaluation criteria. This is the same type of classification procedure conducted in Step 5, Davidson noted, only on a more detailed and specific level.

• Survey product reviews included in periodicals and interview users. "When we contacted vendors to get copies of literature, we also asked for two or three references," Davidson affirmed.

• Review products. Davidson said that his technique was to develop forms that enabled him to summarize the product information by key features and compare each offering.

CW At NCC

• Arrange selected demonstrations. Carefully review the demonstrations, particularly regarding the most critical features for your organization, he advised. One should be aware of what kind of machine it is being run on and whether or not that machine is loaded, so that performance degradation can be determined.

• Make initial recommendation, unless benchmarking is possible.

• Run selected benchmarks, if possible. According to Davidson, he was able to arrange for vendor benchmark tests. He noted that although they are more costly, user-conducted benchmark tests provide better control.

• Make final recommendation and document it.

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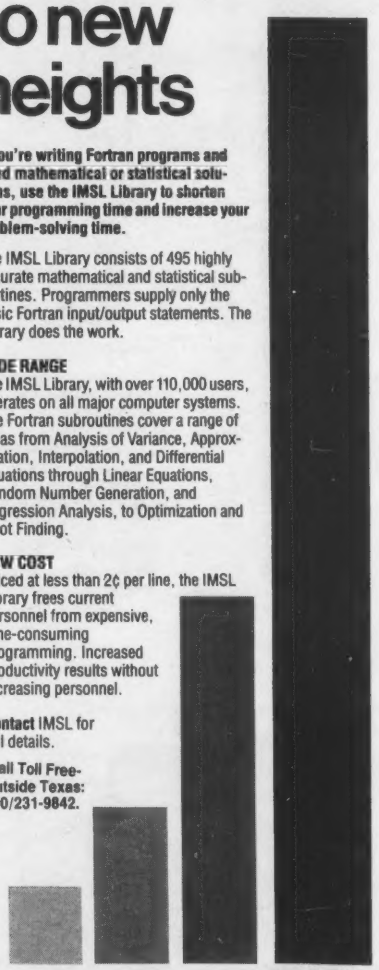

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Professional Attitude Said Key to Success in DP

By Marcia Blumenthal
CW Staff

HOUSTON — Adopting a professional attitude is the key to surviving in today's fast-changing DP environment.

That was the message delivered by panelists at a session held at the National Computer Conference here last week.

The role of DP in the corporate environment has changed dramatically in the past few years, noted Herb Safford, staff administrator of GTE Data Services, located in Marina Del Rey, Calif. The obvious manifestation of this is the change in the names being applied to DP and the professionals in the discipline. DP now goes by names such as information management, and the DP manager has become the information resource manager or some other similar title, Safford observed.

While these titles may sound impressive, DPers, in many cases, have yet to adapt to the professionalism increasingly being required by companies, charged Alex Hoffman, a consultant in Fort Worth, Texas.

Many computer professionals are more loyal to their profession than they are to their companies, Hoffman added. "If you perceive yourself as company independent and your company feels you are that way, they view you as a piece of meat," Hoffman concluded.

But if computer professionals want a career path in their companies, they must relate their expertise to the needs of the end users in the company. In this way they are aligning their professionalism with the goals of the company, agreed Hoffman and Safford.

Identifying the goals of your company is critical to professionalizing the role of the DP employee, Safford said. For example, the recent settlement of the antitrust case by AT& T and the U.S. Justice Department has completely changed the communications industry.

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Now that competition is allowed in the industry, more DP applications are going to be necessary by communications-related firms. This will change the career paths of computer professionals in this industry.

Whatever the nature of the business in which a company competes, computer professionals, in general, should start viewing themselves as consultants to end-user departments.

The growing number of companies setting up information centers is a manifestation of the consultancy role that DP professionals are increasingly being asked to play by their companies, Safford said.

As users gain more access to computer systems, security will become more of an issue, Safford noted, suggesting the emergence of a system support professional as a new career path for DPers.

CW Photo by S. Blakeney
Alex Hoffman

Professionalism Made Easy

HOUSTON — Creating a professional environment for DPers is both the responsibility of the computer professionals and the company for which they work, according to consultant Alex Hoffman. Hoffman made the following suggestions for increasing professionalism at a National Computer Conference session last week:

- Read professional books and periodicals on your own time.
- Become an expert in one area of computing.
- Work constantly to improve technological skills as well as communication skills.
- Agree to have your work reviewed by peers.
- Work according to company practices and policies.
- Participate in the activities of at least one professional organization.
- Be prepared to work overtime when required.

For the employer, Hoffman offered the following suggestions:

- Subsidize membership in a professional organization for the employee.
- Establish a technology library or "bookshelf" in a designated part of the company.
- Support travel to national professional meetings once a year.
- Support attendance at local meetings once a month.

Protecting Consumers

Old Laws Affect New DP Industry: Attorney

By Bob Johnson
CW New York Bureau

HOUSTON — Although new litigation is affecting the computer industry, old standard laws are making a comeback, according to Susan Nycum, an attorney with the firm of Gaston, Snow and Ely Bartlett.

Nycum, leader of the session "New Laws in Computing" at the National Computer Conference here last week, explained that, for the first time in computing, laws that apply to the protection of the consumer are making headway into what is traditionally a business area. Vendors that either use or produce packaged software and computer games have to be aware of these new laws — an area with which they were not concerned in the past.

Hardware manufacturers that make agreements with software companies producing packages that are considered consumer goods are responsible under these consumer protection laws, Nycum pointed out.

Nycum gave as an example a situation in which a microcomputer, which is designed to be sold in the business marketplace, is linked with software produced for consumers. She said this type of situation illustrates how old laws can apply to a new marketplace.

By virtue of having an agreement with a company that produces something governed by consumer laws, the computer vendor becomes liable if something goes wrong, she explained.

Product Liability

Another old law affecting the computer industry, according to Nycum, is that of product liability. In the past, people were not being physically hurt by computers, but with the proliferation of robotics and computer-aided design and manufacturing (CAD/CAM), the possibility now exists. She cited a recent incident in which a Japanese worker was killed by a robot and cautioned that this type of potential legal hassle must be considered by the computer industry.

"This body of law, which protects the man on the street, can now be brought into place. Although CAD/CAM products are designed to function properly, they can run amok and cause a potential legal problem," she stated.

Concerning new laws that are springing up in the computer arena, Nycum talked about trends in software patents. Progress being made in this area is "quiet," she said, and offered some reasons to explain the relative silence.

About 50% to 75% of all patent cases are ruled invalid; if a software patent is challenged and ruled invalid, a vendor's "whole show" might be lost, Nycum said. Most patent attorneys do not have enough computer industry experience to handle a patent case of this kind successfully. "These lawyers might be playing a game of catch-up," she said.

CW at NCC

Programmer Productivity Debated

By Jim Bartimo
CW Staff

HOUSTON — Programmer productivity is a very complex problem with no simple solution. That, at least, was the consensus at a National Computer Conference session titled "Programmer Productivity," chaired by Lynne Weber, a senior consultant in systems development, Management Consulting Department at Peat, Maverick, Mitchell and Co. in New York.

"Most organizations looking at productivity are really talking about management techniques," Weber said. To improve these techniques, Weber has developed a model for the management of a data processing organization.

Paramount in this model are the goals and objectives of the total organization. The tasks of that organization must relate to these goals, and the organizational structure must relate to the tasks, Weber said.

Information and decisions are the next rung on the model's ladder, followed by the people and a reward system. This rung-by-rung structure was designed to put the various factors of the organization in the proper order to allow greater programmer productivity.

Weber gave an example of one organization she studied in which the reward systems were not in order with the other areas of the model. Because the pay scale did not meet industry standards at this company, programmers were promoted to inflated titles for which they were not qualified in order to receive a better wage. Job dissatisfaction ensued and turnover increased. Filling the inflated positions ended up costing the department as much money as it would have cost to meet industry pay standards in the first place.

Best Road

Two other panelists disagreed on the best road to productivity. David Goldstein from MIT's Center for Information Systems Research suggested a more subjective approach to programmer productivity by relying on end-user satisfaction.

Goldstein expressed concern about productivity aids and said, "If the programmers don't like the productivity aids, they will result in more problems."

Richard Harris of Xerox Corp. said, "All of those human factors are nice, but they won't get you what you want.

"Programming is not a homogeneous activity," Harris said. "It varies from place to place." He suggested the use of structured programmer productivity aids.

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'How Are You Weathering the Recession?'

By Bruce Hoard
CW Staff

HOUSTON — A survey of National Computer Conference goers here last week revealed that they are weathering the current economic recession without suffering severe effects.

"We continue to expand based on our business," said Alfred R. Berkeley, senior financial analyst with the investment banking firm of Alex Brown & Sons in Baltimore.

Berkeley painted a rosy picture of his firm's economic landscape, saying that the company is in the midst of expanding all its DP operations. According to Berkeley, that expansion includes "massive" purchases and rewriting of economic software packages.

CW At NCC

Asked how the recession is affecting his company, Hyram A. Hall replied, "Not too much now and I think things are going to improve."

Hall is president of HAMC Corp., a consulting firm in Logan, Utah. He went on to say that people who buy computers still want follow-up support, but his "walk-in" business has slowed.

Nonetheless, Hall was optimistic, "We're bullish on America."

Jerry L. Falk reported no serious problems for his company, Microcom, Inc. of Norwood, Mass., which sells personal computers. "Things are still going pretty well." According to the senior designer, the availability of components also has improved.

Dennis L. Potter, senior planner with General Mills, Inc. in Minneapolis, said that his company has felt some impact from the recession. "Some of our major DP purchases have been shifted somewhat, timewise," he reported.

"We're pretty much just staying on track." Overall, General Mills is doing well, he added.

"It's been somewhat slowed," David Mayne said of business at Irvine, Calif.-based Printonix Corp. "Our company has been growing fairly rapidly in the past years and now it's slowed somewhat." The senior vice-president of Printonix's Business Development Division predicted a "continuing slow economy."

Even a corporate behemoth such as Gulf Oil Corp. is feeling the economic pinch. Dan White, senior engineer at Gulf here, said of his company, "It's affected as much as the oil economy is reduced," adding that these are not the best of days to be in the oil business.

Sylvia A. Nolanis is a programmer/analyst at Texas Eastern, another oil company headquartered here. The DP shop, as well as the company in general, is being held down by an "austerity program," she said.

Training and hiring have both been cut back. As she pointed out, in 1981, her department hired 12 people "and this year, we've hired one."

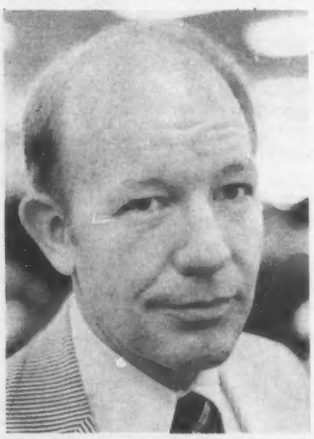
Sylvia A. Nolan, programmer/analyst, Texas Eastern, Houston

CW Photos by J. Bartimo

Dennis L. Potter, senior planner, General Mills, Inc., Minneapolis

Dan White, senior engineer, Gulf Oil Corp., Houston

Jerry L. Falk, senior designer, Microcom, Inc., Norwood, Mass.



Hyman A. Hally, president, HAMC Corp., Logan, Utah

David Mayne, senior vice-president, business development, Printronix Corp., Irvine, Calif.

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OA Planners Urged to Cut Organizational Costs

By Robert Batt
CW West Coat Bureau

HOUSTON — A successful strategy to implement professional workstations in large corporations must include a drive to reduce organizational costs, National Computer Conference attendees here were told last week.

Speaking at a session on "Management and Professional Workstations," Paul Strassman, planning executive at Xerox Corp, said that unless office automation planners advertise and make use of their organizational experience they will be unable to bring down the cost of office workstations.

Strassman asserted that people in organizations constitute 40% of the cost curve of professional workstations. It was important, he claimed, for planners to have in mind an experimental model in which the notion of linguistics was important.

With professionals and managers turning in increasing numbers to multifunctional workstations as productivity aids, Strassman indicated there were hopeful signs for future development — in particular the rapidly decreasing costs of semiconductor components.

But he warned against introducing new technology for the sake of change.

"Productivity comes from using the machines, not from buying them; and vendors should have a humble view of what they can contribute."

The session was also addressed by Dennis McGuire of the Houston-based law firm of Andrews Kurth. Speaking on the planning and implementation of workstations, he argued that the choice of a local-area network should not be based on the terminal.

"Office automation requires thorough planning. Experimentation will flounder," he warned. Since office automation affects the whole organization, McGuire asserted that the plan should be evolutionary in nature with no grandiose amounts of money being spent initially for the formation of schemes that senior management will not believe.

CW at NCC

Exhibit Reviews Fortran History

By Marguerite Zientara
CW Staff

HOUSTON — For those with one eye on the past, IBM's 25th Anniversary of Fortran exhibit last week offered National Computer Conference visitors a look at a simpler technological age.

In a room located just off the main registration area, artifacts, photographs and a film told the story of those scientists and mathematicians whose early pioneering efforts changed the world of computing.

Working in a vacuum of knowledge — since no software benchmarks or other means of comparing performance existed — nine men and a woman developed Fortran at IBM.

Led by John Backus, who conceived the idea that led to a Fortran computer, the group lived "like a small family," said one of the pioneers.

Included in the IBM exhibit were early manuals and brochures, as well as the original documentation for Fortran. Among the original documents are Sheldon Best's Original Flow Diagram Section 5 and Fortran I Compiler, hand-written on eight pieces of yellow lined paper held together with adhesive tape.

A model of the operator's console and CPU of the IBM 704 electronic data processing machine, for which the first Fortran compiler was written, dominated the exhibit. Physically about the size of an IBM 3081 computer, the 704 contained at least 1,200 vacuum tubes but offered a fraction of the 3081's processing power.

The Mood of the Era, 1954-1960, was aptly conveyed by a display of photographs and one-liners such as: "Eisenhower, Churchill meet in Washington," "Joe McCarthy probes for Communists," "Willie Mays is home run leader," "Nasa established" and "Elvis emerges as rock star."

Lastly, "Fortran Today" highlighted 147 representative Fortran application manuals and presented the following bit of information: "A recent survey revealed that 90% of all computers used for engineering and scientific work — both IBM and non-IBM — use Fortran more than 70% of the time."

That Fortran has endured is unquestionable; that its development was a labor of love became apparent at NCC '82.

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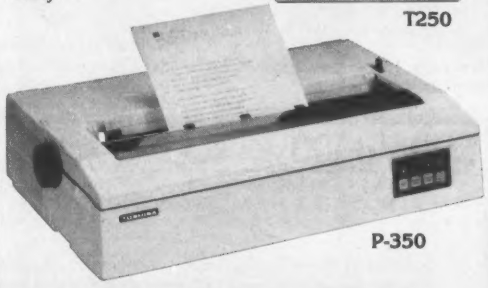
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Keynote Speech

Olson Blasts H.R. 5158 as Anti-Competitive

By Phil Hirsch
CW Washington Bureau

HOUSTON — H.R. 5158, the rewrite of the Commnications Act of 1934 now pending in Congress, is being promoted as pro-competitive legislation, but actually is "one of the harshest restrictions of competition ever to be proposed," AT&T Vice-Chairman James E. Olson said last week in the National Computer Conference keynote address. Olson insisted that by making it "virtually impossible for us to compete, the bill would also deprive customers — and many suppliers like yourselves — of the benefits we can bring them."

Specifically, the AT&T official said, H.R. 5158 would "severely limit" customer options in securing telecommunications systems, "threaten the viability of the long-distance network," prohibit AT&T from offering services that integrate terminal and network facilities "and force those of you who are users of our long-distance services to continue subsidizing other companies that provide long-distance services in competition with us."

Underlying Olson's criticism was the assertion that the computer and communications industries have much more to gain from cooperation than from conflict and that the legislation will frustrate such cooperation.

Joint business ventures represent one form of such cooperation, he pointed out. "Unfortunately, H.R. 5158 would virtually prohibit this possibility. In brief, it would force your classification as a dominant carrier, and impose upon you all the regulatory restrictions that go with it, if you sought to join up with us in a business venture."

Another indication of what Olson called the "special relationship" between the computer and communications industries is that each is among the other's best customers. "Of the 30 segmented industries served by the Bell system, [the computer industry] accounts for the single largest part of our revenues from business customers — more than 5% of the total," Olson said. "The Bell system, on the other hand, is among your best customers."

CW At NCC

Although there is "little question about the oportunities this age holds out for our nation," foreign competitors are "working tirelessly to carve out a piece of the market — both here and abroad," Olson said. As a result, squabbles among domestic vendors of computer and communications services are likely to "sacrifice potential market shares." Instead of this squabbling, both industries should get on "with the business of doing what we know how to do best — serving customers through advancing technology."

CW Photo by S. Blakeney
James E. Olson

Papers Needed For NCC '83

HOUSTON — Even while this year's National Computer Conference was taking place, conference officials here were thinking about NCC '83, which will be held in Anaheim, Calif., next May 16-19.

The American Federation of Information Processing Societies, Inc. has issued a "Call For Papers, Panelists and Suggestions" for next year's extravaganza. The sponsors of the computer industry's largest annual show are seeking panelists, proposals for technical or panel sessions, ideas for topics, actual papers and suggestions for special activities.

Potential authors should send for the "Instructions to Authors." Videotapes, films or real-time demonstrations will also be considered.

The deadline for submission of proposals for technical or panel sessions is Sept. 1. The deadline for submission of papers is Oct. 10. Authors will be notified by Feb. 1 regarding acceptance.

All communications regarding NCC '83 should be sent to Allen N. Smith, Program Chairman NCC '83, Atlantic Richfield Corporate Systems, 515 S. Flower St., Los Angeles, Calif. 90071.

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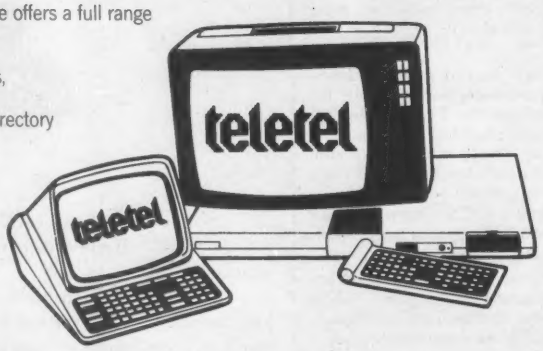

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PROVO

Foreign Visitors' Concerns Hit Close to Home

By Catherine Marenghi
CW Staff

HOUSTON — Why would a DP manager make the 22-hour trek from southwest Australia to attend the National Computer Conference? And why would other computing professionals from as far away as Cyprus, Singapore, Uruguay and Tunisia invest the time and expense to come here last week?

A sampling of comments from international attendees at NCC indicates that although their origins are distant and diverse, their reasons for attending strike close to home.

"We are looking to speed turnaround of software development," commented David Clarke, information systems director for Cliffs Robe River Iron, Perth, Australia. "We are spending less on hardware and want to squeeze more for our money out of software."

To that end, Clarke is hoping to learn more about fourth-generation languages, new application system development methodologies and prototyping at the technical sessions here.

"We are reaching the law of marginal returns," according to Roberto Alvarez, DP and telecommunications director with Finalven, a Venezuelan financial holding company. "To keep profits up, we have to keep the employee population down." Alvarez is looking to new developments in office automation and telecommunications to reduce clerical staff costs and improve productivity.

Another Venezuelan attendee mirrored Alvarez' concern for productivity. Norberto Calderas, DP and telecommunications manager for Pequivin Co., a Caracas-based petrochemical firm, stated, "In a highly competitive field, we have to meet competition head-on."

One West German attendee pointed out that learning, not shopping, is the concern of the majority of foreign attendees. Because of export restrictions, "Buying is problematic," according to Wolfgang Heinecke, DP manager for Max Planck Institut. Heinecke's particular interests are new trends in operating systems, microcomputers and image processing.

CW at NCC

Vendors Vie For Attention

By Jeffry Beeler
CW West Coast Bureau

HOUSTON — This year's National Computer Conference again demonstrated the lengths that some vendors are willing to go to lure prospective customers to their exhibits.

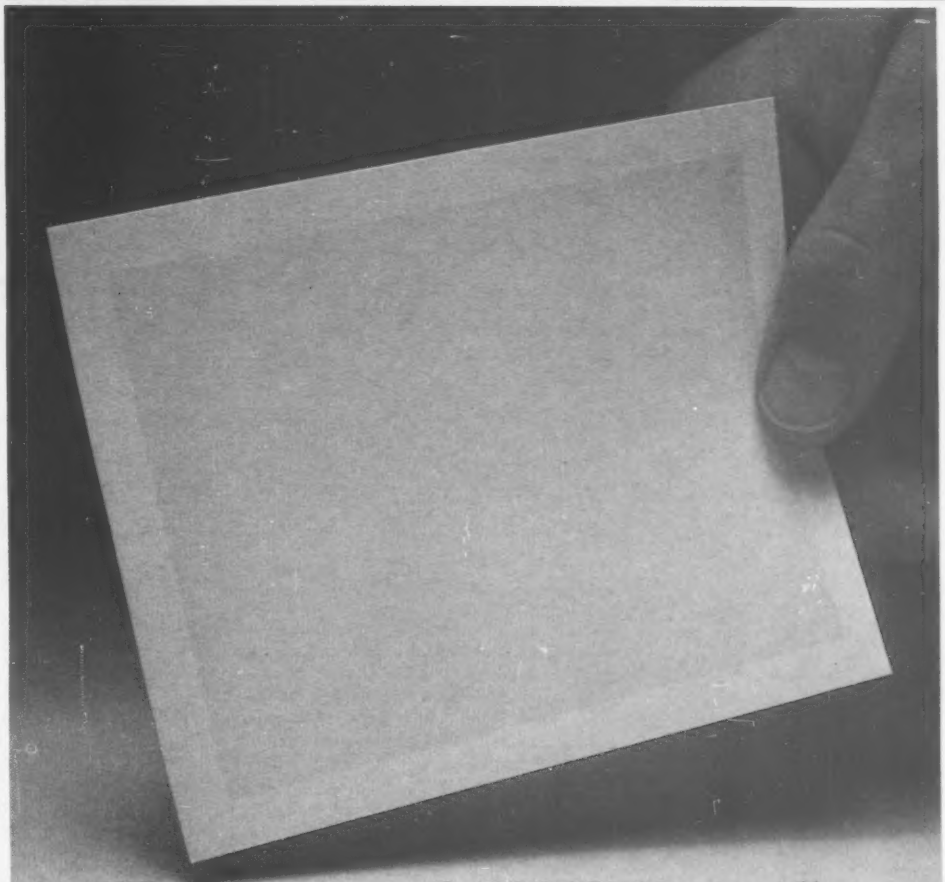
As in past years, exhibitors at NCC '82 relied as much on showmanship and gimmickry as on high technology to win the quiet but intense struggle for show-floor visibility.

Perhaps typical of the crowd were companies like Megadata Corp., which this year built its NCC advertising effort around a mobile, wisecracking robot. The company, which exhibited a line of 16-bit terminals, appeared to have borrowed the robot idea from a well-known industry trade publication, which has often used a similar gadget.

Steelcase, Inc. — a supplier of workstations for automated-office users — also populated its product booth with "robots." But unlike their Megadata counterparts, which were mechanical, Steelcase's were human.

Joining the robots, both mechanical and otherwise, on the NCC '82 show floor were a raft of more conventional advertising gimmicks, including pitchmen and "theme" exhibits.

Lear-Siegler, Inc., for example, recreated a "Wild West" frontier town, complete with a blacksmith shop, dry goods store and fake water tower, to promote the company's new color terminal and vector-drawing option.



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Panelists Cite 'Subtle Discrimination'

ERA or Not, Tough Role Seen for Women in DP

By Lois Paul
CW Staff

HOUSTON — Whether or not the Equal Rights Amendment (ERA) is passed, the equal rights issue is going to impact women data processing professionals.

This is how Dr. Caroline Eastman of the Department of Mathematics and Computer Science at Florida State University introduced the panel discussion entitled "Life After ERA, Women in the Work Place in the '80s" at the first annual conference of the Association for Women in Computing, held here last week the day before the National Computer Conference opened its doors.

Eastman noted that the U.S. is the only large industrialized society that does not have legalized equality for women. "We chose this topic regardless of what happens with ERA," she said, because even if it is passed women will be "dealing with subtle forms of discrimination rather than the blatantly locked doors of the past."

The panelists described the roadblocks that face women in the scientific and computing professions. One problem is the educational process in which little girls start out in elementary school on a par with boys with relation to math. As they progress to higher grades, however, their interest falls off.

Dr. Nell B. Dale of the University of Texas at Austin attributed much of this to socialization. She described an encounter with her daughter's second grade teacher, who replied to her questions about the child's math ability with "Oh, I don't pay attention to little girls and their arithmetic."

"I don't think that is uncommon," Dale said.

When they get past the educational process, women often face career interruptions that can make them out of date in terms of their professions.

Because of this, the University of Texas at Austin has undertaken a project that is being funded by the National Science Foundation to help women reenter jobs in scientific fields. The first phase of the project is education "to undo what the unthinking second grade teacher does to your children," Dale said, explaining that this phase includes career days in which female mathematicians participate along with male professionals in this field.

The second phase is direct intervention to determine where the women science professionals are and to upgrade the skills of women reentering this field.

Beginning in 1976, the Computer Science Department at the Universi-

CW At NCC

ty of Texas has sponsored a reentry program in which women with natural or social science degrees spend about a year completing 15 to 18 hours of computer science courses.

The job prospects for graduates of this program have been bright, she explained, noting that IBM said their training and people skills make them "marvelous employees."

In addition to her school's program, Dale offered the following advice to women who face career interruptions: join professional associations, including the PTA, if necessary; don't sit at home and vegetate; go to graduate school part-time; and read journals.

Alyce Jackson, Ph.D., who recently formed her own company, Technology Research Laboratory, stressed the importance of maintaining the spirit inherent in the report of the National Women's Conference held in Houston five years ago. "I think the momentum pushed forth at that conference has been pushed forth with great intensity," she said.

The key to continuing this spirit and working toward top jobs is to form strong networks, learn the rules of the corporate game and play it well, she said. "We must become friends and help each other."

Janice Knapp-Cordes, a mathematician with the Scientific Computing Division of the National Bureau of Standards, described her division's efforts to encourage young women to enter careers in mathematics, as well as to kill a lot of the stereotypes about women in these professions.

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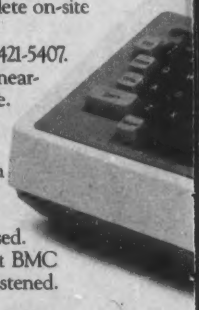

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'We Have a Long Way to Go': AWC Keynoter

By Lois Paul
CW Staff

HOUSTON — "We have a long way to go, but we have our foot in the door."

With these words, Thelma Estrin, Ph.D., a professor of engineering and computer science at the University of California at Los Angeles, began her keynote address at the first annual Association for Women in Computing (AWC) conference here last week.

The meeting was planned to coincide with the 1982 National Computer Conference.

Estrin recalled a session she chaired at NCC in 1978 entitled "Designing and Debugging Careers for Women in the Data Processing Industry."

Noting that she recently reread the session abstract that was included in the proceedings, Estrin reported "there probably isn't another paper in that proceeding that could be said to be the same four years later."

CW At NCC

Estrin outlined some major obstacles women encounter in their attempts to get to know the organizational environment and political structure in which they operate. "You can move through the first few steps, but as you go higher, the obstacles become much more difficult," she said.

Among the problems she noted were:

- Establishing a professional and technical identity. Women need to be taken seriously, but one of the first questions they always are asked is not what their job is, but whether or not they are married.
- Establishing visibility. "Many people think women should be seen and not heard," Estrin said, explaining that they often are outshouted at meetings.
- Battling patronizing behavior. "Even when somebody accepts you, he may want to do too much for you."
- Proving they have qualifications. "Many people think women are there because of affirmative action and that they are not really that good," she said.
- Fending off unwanted sexual attention. Estrin said her daughter has received obscene electronic mail while working at a terminal at a university computer center.
- Being subject to inappropriate interpretation of their behavior. As an example, Estrin said, when a man goes out to lunch with the boss, it is assumed he is "on his way up." When a women goes out with the boss, it is assumed they are having an affair.
- Dealing with comments on their appearance. "Sometimes it gets to be too much," she said.

CW Photo by L. Paul
Dr. Thelma Estrin

THE BMC COMPUTERS,

Women DPers Hold First Meet

By Lois Paul
CW Staff

HOUSTON — Although the group was small, interest and participation were strong at the first annual conference of the Association for Women in Computing (AWC), held here last week.

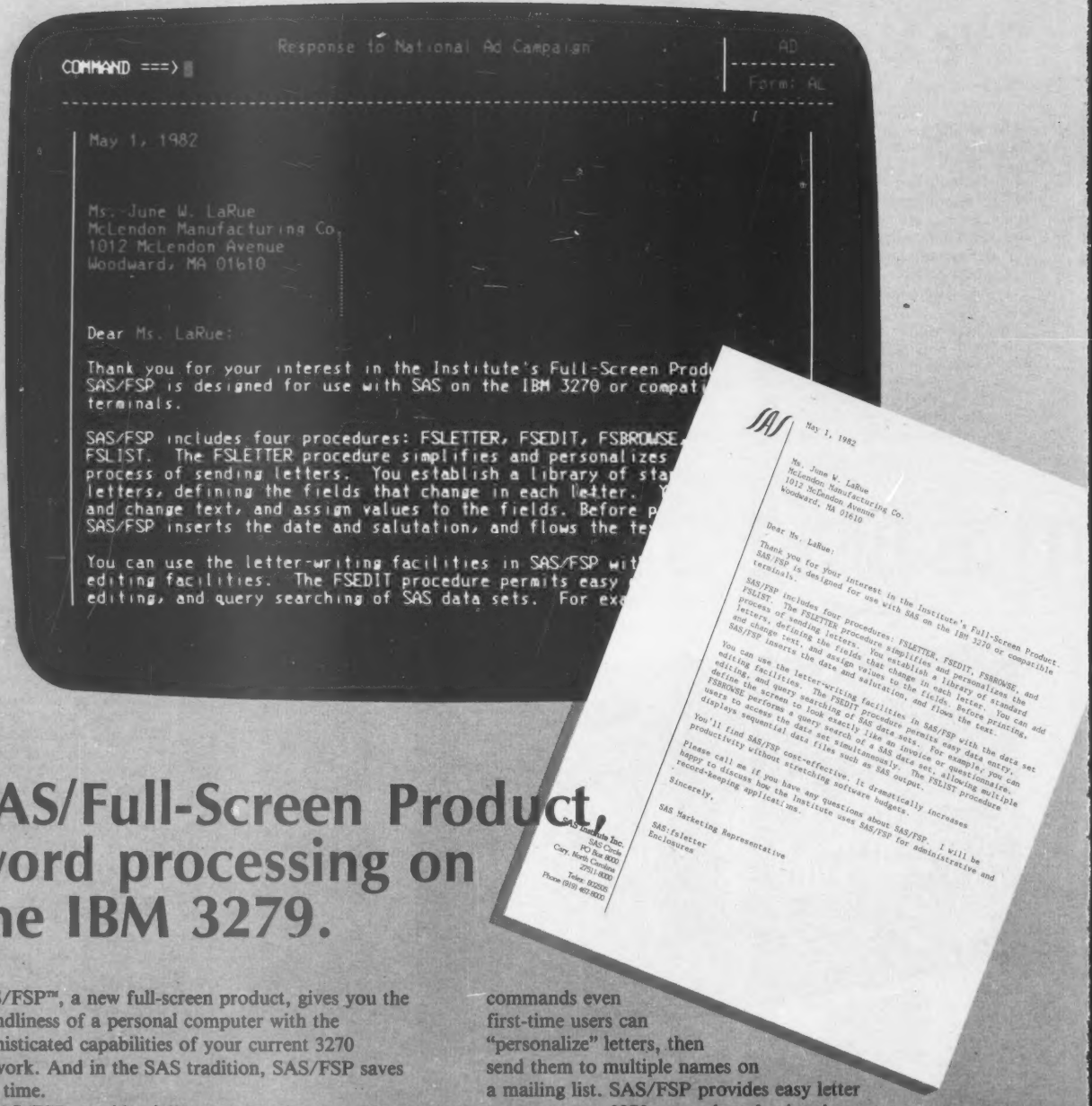
"As a rule, I think that first annual conferences from any organization are not heavily attended," Linda Taylor, president of AWC, told the approximately 50 attendees who met the day before the National Computer Conference officially opened.

Taylor blamed late publicity for the small turnout, but predicted that a larger crowd will attend next year's conference, which is again scheduled to coincide with NCC in Anaheim, Calif., in May of 1983.

At the conference, AWC presented its first award for service to women in the field of computing to Thelma Estrin, Ph.D., professor of engineering and computer science at the University of California at Los Angeles (UCLA) and a member of the UCLA Brain Research Institute. Estrin "has been a pioneer, and it is never easy to be a pioneer," Taylor said.

Taylor indicated that AWC plans to reexamine its purpose during the next 12 months.

For example, although AWC sees itself as providing professional development for women, "perhaps we cannot do it and are setting ourselves up to fail," she said.



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Automatic Conversion Of Data Bases Advocated

By Lois Paul
CW Staff

HOUSTON — Automatic conversion of data bases and a higher language interface to data base machines were among the "Topics in Data Base Systems" discussed during one session at the National Computer Conference here last week.

The session moderator, Glen Thomas, professor of administrative science at Kent State University, presented the paper he co-authored with Ben Shneiderman of the University of Maryland titled "Automatic Data Base System Conversion: Schema Revision, Data Translation and Source-To-Source Program Transformation."

"I am here as an advocate for this approach," he said, noting that he tried to develop a model of a data base system rather than a data base management system. He described this system as a combination of software and the programs existing in a particular environment.

The data base includes the facts pertinent to the particular organization that can be accessed by batch and ad hoc on-line programs, Thomas explained. How the data values are interrelated is the schema.

Schema Models Environment

The schema basically models the environment of the organization, he said. As this environment changes, the problem becomes how to change to another system that the same programs can access. To do this, Thomas' approach defines a sequence of transformations to translate the old schema so it will be usable by programs accessing the new schema.

"The two data base systems will be equivalent if the user cannot tell which one has been queried because the response is identical," he said.

Called the Pure Transformation Language, Thomas' approach is based on a Codasyl DBTG model variant. It includes 13 transformations that should be supported, such as Change Name, Add/Remove Field, Append Field to Key of Set and Detach Field From Key of Set.

With this approach, Thomas hopes it will be possible for the data base administrator to revise existing data base systems periodically and to shift most of the work involved in this process to the automatic transformation system rather than involving people.

S.B. Yao of the Data Base Research Center at the University of Maryland discussed "Data Language Requirements of Data Base Machines." This involved his work on designing an interface for a back-end data base machine with a front-end host processor.

The importance of a high-level data base machine language interface, according to Yao, is to enable data base machine support of various types of front-end processors, to improve the efficiency of processing for both front-end and back-end processors and to minimize the number of communications between the front-end processor and the data base machine, he explained.

The requirements for this interface language are completeness, efficiency and flexibility, simplicity of high-level operations in the front-end processors and extensibility so it can support any future data model.

One approach Yao described employed Extended Query Language, which, he said, is compatible with IBM's SQL/DS as an interface language to Britton-Lee, Inc.'s IDM-500 relational data base machine.

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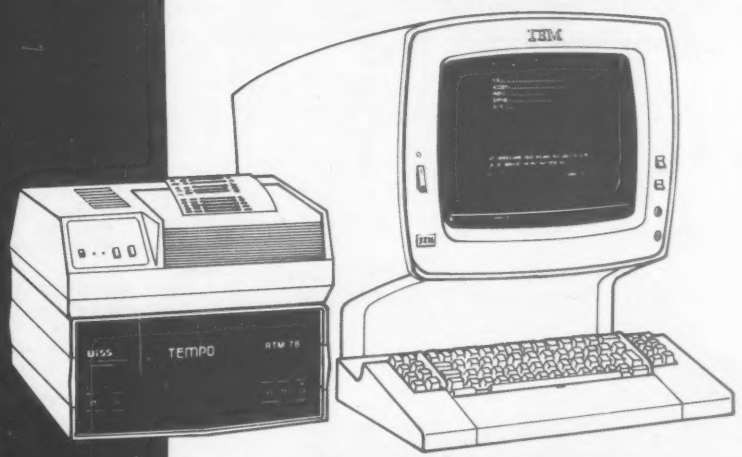

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Use of DSS in Government Termed a Tough Challenge

By Jake Kirchner
CW Washington Bureau

HOUSTON — Implementing a decision support system (DSS) in government "is not different from the private sector, but is more of a challenge," Dr. Peter G. W. Keen of MIT's Sloan School of Management said at a National Computer Conference session he chaired last week.

Keen and his fellow panelists reported on their experiences in developing a DSS for policy analysis in APL, which is now used by six state governments under the name Interactive Support System for Policy Analysis and is about to be offered commercially.

Although designing a DSS for a government may be more complex because of the convoluted political relationships and increased public exposure involved, Diane Wilson, of the Harvard University School of Education, stressed the importance of understanding the particular environment of any planned DSS implementation.

"People tend to go in somewhat unaware of what they're involved in and unaware of the procedures and rules," she observed.

Preimplementation Planning

Preimplementation planning by someone familiar with the organizational environment is needed, she said, to:

- Provide a clear and concise understanding of the power structure.
- Identify the kinds of work that will be affected.
- Identify the key individuals, whose support for implementation is vital.
- Determine what procedures must be changed to facilitate the DSS implementation.

In general, she said, DSS planners need to find out "what [organizational] procedures stand in the way of implementation and what procedures help in the process."

In addition, she said, planners need access to and the support of the key individuals. Without that, she explained, "you are going to be isolated and the technology is going to be isolated.

"Software technologies pose significant threats to existing power structures," she noted, saying DSS designers need "a pretty good understanding of what the motivations are to implement" a new system.

CW At NCC

To facilitate the planning process, Gloria Bronsema, also of Harvard, told the session that DSS designers can develop "snapshots" of the organization by interviewing people at all levels of the planned implementation.

Bronsema noted there is a difference between installation, which involves technology, and implementation, which involves people. The interviews can reveal the level of support for the DSS project, the existing work environment, the prospective users' ideas on expected DSS problems and benefits and the amount of user education that will be necessary for successful implementation.

This information is "valuable later in selling the system," she said. It also helps to define the users and identify the key decision makers and provides the basis for an implementation strategy. Perhaps most important, she added, the interviews help identify "sources of conflict and potential surprises."

Medical DSS Development Seen Difficult, Inefficient Process

By Jeffry Beeler
CW West Coast Bureau

HOUSTON — Decision support systems (DSS) have gained only limited acceptance thus far among physicians, and development of medical DSS remains a "difficult and inefficient" process.

That opinion was expressed here at the National Computer Conference by Dr. James Reggia, a University of Maryland computer scientist and expert on artificial intelligence.

Speaking during a technical session at NCC, Reggia cited three main reasons for the medical community's widespread resistance to DSS technology:

- Doctors remain unconvinced that the systems are useful.
- DSS often prove difficult to transfer effectively from one treatment setting to another.
- Development of such systems is both costly and time-consuming and requires a major interdisciplinary effort involving medical and computing experts alike.

In an effort to overcome these common obstacles to acceptance, Reggia and his University of Maryland colleagues have devised a DSS development aid that reportedly uses high-level languages to turn medically oriented knowledge bases into finished DSS.

Known as the Knowledge Management System (KMS), the facility was designed to simplify the task of DSS development and is aimed primarily at users who know a lot about medicine, but have little expertise in computing, Reggia said. The system is geared strictly for research and is not being made available commercially, he said.

Reggia described KMS as "a bit different from the common approach" to DSS development. One of the system's most distinguishing features is its ability to "do an electronic double take," he said. Unlike more conventional DSS development methods, KMS is able to reformulate its diagnostic hypotheses if it encounters a patient symptom that conflicts with its existing medical knowledge. The system also boasts the unusual ability to juggle multiple medical conditions simultaneously, Reggia said.

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Cooling Their Heels at NCC

Encryption Needed

You Can't Prevent a Tap: Experts

By Jake Kirchner
CW Washington Bureau

HOUSTON — One of the more popular National Computer Conference sessions last week was on protecting data communications lines, but the audience seemed much more interested in the speakers' mini-lesson in compromising communications security.

Demonstrating the ease with which telephone lines can be tapped and data transmissions intercepted, session leaders J. Michael Nye, president of Marketing Consultants International, Hagerstown, Md., and Rob O'Conner of Motorola, Inc. used a variety of radios, tape recorders and portable units to prove O'Conner's claim that "It's impossible to prevent a tap from being made."

The session participants argued for the position that data encryption is the only prudent recourse for organizations wishing to protect their communications.

Unfortunately, Nye said, there is very limited use of encryption today. He cited a survey his firm did of federal government offices in the Washington, D.C., area. The survey identified more than 9,000 government facsimile machines, transmitting about 68,000 pages a day; of those machines, only 254 provided any data encryption capabilities.

Similarly, the company found almost 300 communicating word processors, sending a total of 13,000 messages a day; of those, more than 99% were unprotected from interception.

O'Conner offered the usual scare statistics on computer crime — the billions of dollars worth of crime undetected or unreported, the millions of small computers in use today and the wide variety of people out there — from disgruntled employees to foreign spies — who might try to intercept private communications.

To demonstrate his argument about the vulnerability of modern communications systems, Nye intercepted randomly mobile radio telephone calls on an inexpensive model of the popular scanning radios. With the increased use of microwaves for transmission of telephone calls, anyone can listen into thousands of calls over a wide geographic area and use a computer to monitor lines of particular interest, he said.

To tap cable-based transmissions, O'Conner showed, a wireless microphone could be used to intercept a data transmission and send the information to a cassette recorder that was some distance away. O'Conner held a cassette recording from a data message against the acoustic coupler of a Texas Instruments, Inc. Silent 700 terminal, which promptly printed out the intercepted message.

There are just too many places on a cable link to prevent a tap from being placed, according to O'Conner. But use of the National Bureau of Standards' Data Encryption Standard to encipher a message would make it impossible to understand the data, he noted.

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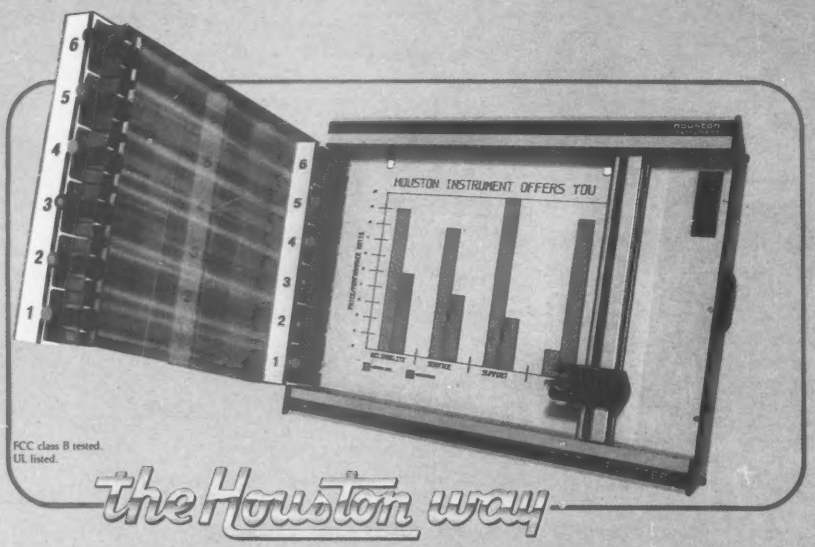

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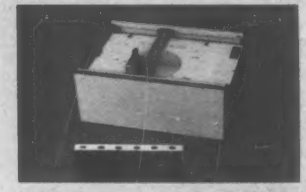

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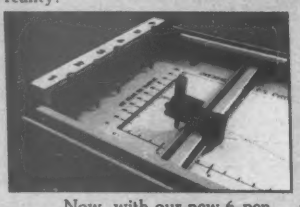

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Panelists 'Debate' Censorship of Cryptology

By Brad Schultz
CW New York Bureau

HOUSTON — The president and president-elect of the Association for Computing Machinery (ACM) barely disagreed in a National Computer Conference "debate" on censorship of cryptology — the study of encryption and code breaking.

They described how the idea of censoring publication of cryptological research has troubled a number of computing professional societies and at least one major figure in the U.S. intelligence community — Admiral Bobby Inman, the former director of the National Security Agency (NSA) who is retiring as deputy director of the Central Intelligence Agency and a naval officer.

At the NCC session he chaired last week, SRI International Inc. Vice-President David H. Brandin said national security was so threatened by unchecked publication of research in cryptology — research commonly undertaken by computer scientists — that he supports certain guidelines for making security clearance of cryptology papers a precondition of publication.

Those guidelines came from a panel, comprised of academicians and NSA's general counsel, known as the Public Cryptography Study Group. The lone dissenter from its findings was University of Wisconsin's Prof. George Davida, who has argued that so-called voluntary censorship constitutes unjustified suppression of liberty.

Amendments Violated?

Brandin indicated that courts might interpret compulsory censorship of scientific research as violating the First, Fourth and Fifth Amendments to the U.S. Constitution. The First Amendment protects freedom of speech; the Fourth bans "unreasonable" seizure of private papers; and the Fifth, in part, sets the conditions under which persons may not be deprived of property.

Purdue University's Prof. Peter J. Denning, whom Brandin will soon succeed as president of ACM, conceded that such voluntary prereview may be warranted, but described "a mosaic of distrust" researchers have of the intelligence community, which would do the prereviewing.

Brandin quoted Inman as calling the Battle of Midway, during World War II, a prime example of how cryptology has affected the fortunes of nations.

By cracking the Japanese secret code, U.S. military intelligence learned the course and heading of a fleet of Japanese warships. That fleet was intercepted and destroyed, ending Japan's thrust toward the Western U.S., Brandin noted.

Under the International Traffic in Arms Regulations (Itar), "cryptosystems" or information on how to build them may not be exported without authorization by the State Department, Brandin told the session. Nevertheless, the Defense Department's NSA — as the federal authority on cryptology and communications security — worries that computer scientists in academia and industry may compromise national security by discussing cryptological research at symposia and by publishing research results in journals and reports.

Despite Itar, Brandin observed, agents of nations unfriendly to the U.S. could infiltrate cryptology sym-

CW At NCC

posia or simply subscribe to or purchase pertinent journals and reports to learn the latest techniques for building systems that encrypt computer-stored information. Such systems supposedly render transmitted data unintelligible to any but intended receivers.

Especially while he skippered NSA, Inman tried to interest the computer science community in voluntarily working with NSA to limit the spread of cryptology results that could endanger the U.S., Denning asserted.

In formal pronouncements on cryptology-related issues, NSA has identified two chief dangers:

- The "hemorrhaging" (as Inman once termed it) of such technology into enemy hands could allow enemies to implement computer systems with security the U.S. could not breach.
- The hemorrhaging could allow enemies to learn how to breach the security of strategically important computer systems implemented in the U.S.

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In Industrial, Manufacturing Firms

CMU Goal: Applying AI to Management Tasks

By Marguerite Zientara
CW Staff

HOUSTON — In light of the current explosion of interest in artificial intelligence (AI), one may wonder what is reasonable and what is unreasonable to expect from the discipline now and in future years.

In "Machine Intelligence: From the Laboratory to the Cold World," a technical session held last week at the National Computer Conference, Mark Fox described Carnegie-Mellon University's (CMU) Robotics Laboratory's goal as "extending and applying AI techniques to managerial and professional tasks in industrial and manufacturing organizations." Such tasks include job shop scheduling, project management, long-range planning, systems diagnosis and man-machine interfaces.

Fox explained CMU's work for the Westinghouse Turbine Component Plant, which produces turbine blades in a process that encompasses thousands of part numbers and 20 operations. Since human schedulers spend 10% to 20% of their time scheduling and 80% to 90% of their time determining constraints, Fox and his colleagues developed Isis-II, a constraint-directed scheduling system based on AI. Constraints include due dates, available resources, shop stability, organizational goals, work in process, cost, production levels and labor size.

University as Partner

To be successful, however, a company that uses a group like CMU should see the university as a partner, not a vendor; invest in people and facilities; learn the technology; and invest in long-term research, Fox said.

AI can be a valuable tool in the area of education, according to Robert Smith, director of software for Computer Curriculum Corp. in Palo Alto, Calif. Citing the prediction that by 1990 AI could result in one million lost jobs because of factory automation, Smith claimed that computer-aided instruction (CAI) using AI can teach a worker to use and maintain equipment.

"The problems in CAI lie in economic factors," Smith said. It takes 100 hours of preparation using "standard CAI" to produce one hour of lesson material, he said. In "intelligent CAI" using AI, 1,000 to 10,000 hours are needed for one hour of educational material.

AI Contributions

In spite of this "impediment to broad use," Smith said, AI's contributions to CAI include ideas, tools and techniques, according to Smith. Ideas include learning and cognition, information processing psychology and computing methodology; tools include languages, utility programs and tool-building methodologies; techniques include in-house methods of developing systems to speed up CAI system development.

Besides the economic considerations, scientists must be concerned with "reliability of AI systems and with using clarity in expressing what a system does, in fact, do," Smith said.

Larry Harris of Artificial Intelligence Corp. in Waltham, Mass., discussed the growth and maturity of natural language data base query systems. "There is a happy and rapidly growing user base out there," Harris said, "and the reason for the growth is that the systems solve the problem better than other choices."

Noting that it takes two to three years to develop a successful natural language query system, Harris warned against the "premature release syndrome," in which the developer "spends lots of time making excuses about why the system didn't work, and the user doesn't really care about excuses."

Session leader Alex Borgida of Rutgers University described his work in developing large information systems, as in hospitals. "Our philosophy is to start with the human and try to emulate the way he does things," Borgida said.

CW At NCC

The design of a large system is "tedious and error-prone, but does not contain complex algorithms," Borgida noted. In such development, the "correctness of stored data is essential and the system must incorporate a real-world knowledge of the company or business involved," he added.

Rutgers has developed the Taxis language for information system development, which offers advantages over the traditional approaches such as IMS and Cobol, Borgida claimed.

Likely future developments in the science include software that can manage irregularities, can deal with incomplete or partial information, features a built-in notion of time and can access and modify meta information, Borgida predicted.

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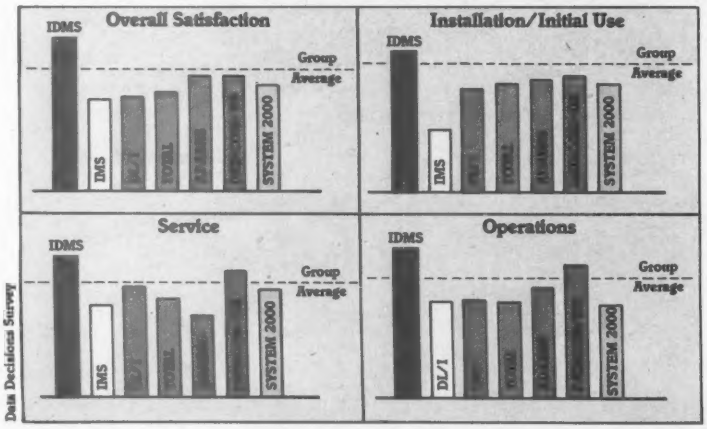

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CW/6-14

Small Systems Users Rank Reliability on Top: Report

By Lois Paul
CW Staff

FRAMINGHAM, Mass. — Reliability is a more important consideration than price when users of small computer systems choose software packages, according to the results of a report entitled "The Whys and Hows of Packaged Software Buying" from International Data Corp. (IDC) here.

Based on a survey that garnered responses from 217 recipients (4.9%) to a mailing of 4,464 questionnaires, the report ranked the criteria users feel are most important when it comes to final selection of software (see chart). Ranked highest in order of importance were performance quality/reliability, compatibility with present hardware and software, price, supplier/product reputation, ease of use and documentation support.

The overwhelming answer (from 58.5% of respondents) to the question, "Why are users buying packaged software?" was new applications.

The primary uses of the software packages installed on small systems included word/text processing, accounting, applications development, financial planning/analysis and data management, the surveyers reported.

According to IDC, users are obtaining their software from the following sources:

• *CPU manufacturers.* They are the overwhelmingly preferred source for operating system software.

• *Independent software suppliers.* This is the most popular source for utility packages, although hardware manufacturers and in-house programming were not far behind.

• *Independent software suppliers.* While these suppliers were the first choice for applications software, in-house programming did make a strong showing. In addition, a significant enough portion of applications software was obtained by respondents from CPU manufacturers to support the recent trend among hardware vendors of offering more of this type of software.

Hardware manufacturers that users mentioned most often as the source of their software were Apple Computer, Inc., Digital Equipment Corp., IBM, Hewlett-Packard Co., Sperry Univac and Radio Shack.

The majority (54%) of systems to which users referred when discussing software selection were desktop models (microcomputers), the IDC surveyers noted.

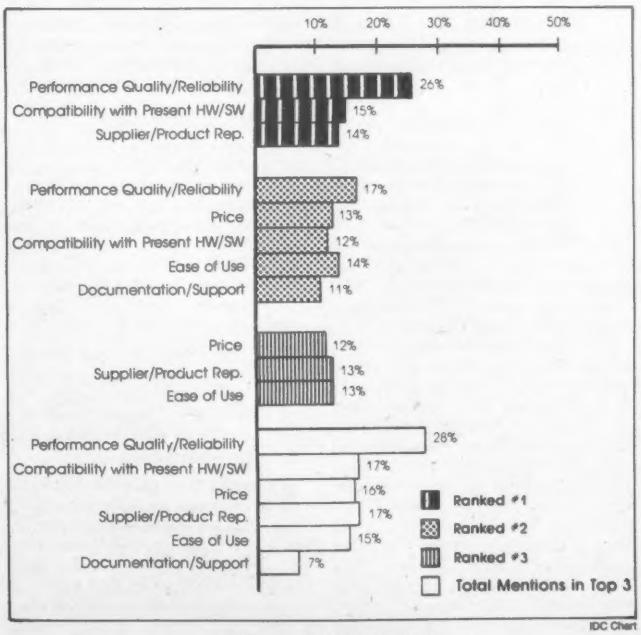
Survey Respondents

Respondents to the survey represented companies with revenues largely less than $10 million. They included management information systems managers who control all company computing resources, departmental managers overseeing their own minicomputers and first-time, upper-management-type users learning to program their own applications with personal computers running word processing and basic accounting.

The users reported that a consideration of the company's needs and the vendor's resources during the decision-making period can help maximize a proper package "fit" for their organization.

They also recognized the importance of considering the organization's corporate goals, its technical and end-user requirements and cost/benefit ratios while examining issues such as product quality; the functional capability and long-term viability of the software; and the availability of support, maintenance, documentation and training from the vendor.

The 113-page report, "The Whys and Hows of Packaged Software Buying," is available from IDC's Software and Services Program for $2,500. IDC is at 5 Speen St., Framingham, Mass. 01701.



Software Criteria by Rank

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Study to Probe Ethics in Applying DP Models

By Marguerite Zientara
CW Staff

PRINCETON, N.J. — With the increasing use of computer modeling as a basis for government policy decisions, a management scientist and a philosopher are undertaking the first systematic examination of the ethics of such practices.

Working under a two-year National Science Foundation (NSF) grant, John M. Mulvey, a professor at Princeton University's School of Engineering and Applied Science, and Chris McMahon, assistant professor of philosophy at Princeton, will attempt to identify, analyze and categorize ethical problems faced in those situations.

Computer models "incorporate dubitable and value-laden assumptions and their applications raise ethical questions," according to the pair's NSF Project Summary. "For instance, incorporating into a model one demographic projection rather than another of apparently equal validity can make the selection of one waste-disposal site appear superior.

"Furthermore," the summary continues, "scientists and engineers who design and apply these models may not know about or [might] be constrained for various reasons from discussing the limitations of their assumptions."

Survey Scenarios

Now in the preliminary stages of the project, the researchers are developing a set of "five to seven" scenarios that will be used to survey the responses of model developers and users to ethical problems, Mulvey explained.

One possible scenario might involve deciding where to build a chemical waste-disposal plant, Mulvey indicated. "It might be that there are certain risks involved, and the question might be, 'Do you inform the neighboring population of the risk in your analysis?' They might not be so receptive to the plant if there were risks," he noted.

Another example might concern the building of a large dam, Mulvey said. "Say [an engineer] was required to use a cost/benefit analysis for deciding whether the dam was beneficial or should be built. And yet he felt the cost/benefit analysis minimized the noneconomic consequences of the project and, in fact, didn't take into account the risks involved," Mulvey said.

"Since the government required the cost/benefit analysis technique to be used, [the engineer] stuck with the method, but on weekends went off and did a risk analysis," Mulvey postulated.

"Say the engineer came to the conclusion the dam shouldn't be built because the risks were fairly large, but the cost/benefit analysis showed that the dam's costs didn't exceed the benefits," he said.

The engineer could then either "show people his risk analysis and hope they would see it was more comprehensive than the cost/benefit analysis," Mulvey suggested, "or he could perhaps manipulate the cost/benefit analysis to show that, taking into account the risks, the costs are higher." These actions could be taken surreptitiously or openly, he added.

"The conflict is between one's role as a private citizen and one's role as an analyst serving a client," he added. "Perhaps the client is the Corps of Engineers, and they have a vested interest in building the dam, for example."

Testing Phase

When the scenarios are completed, they will be tested "with a variety of people, both inside and outside the profession, to see if there's any divergence of opinion regarding what is ethical conduct and what might be considered unethical," Mulvey said.

In addition, the investigators will conduct several panel discussions "with people who have been involved in modeling work," Mulvey explained.

Ultimately, the pair will consider "whether and how current codes of professional conduct can be improved so as to provide adequate guidance and recourse to computer modelers, their clients and the public," according to the Project Summary.

After examining existing codes of ethics from various computing and statistical societies, Mulvey noted, "Our initial impression is that they are fairly vague in some ways and perhaps don't pinpoint what might be considered an ethical choice as made by a model."

Battle Over Ecom Continues

WASHINGTON, D.C. — Although opponents of Electronic Computer-Originated Mail (Ecom) lost a significant battle last April, they have not given up the fight.

The Department of Justice, which went to the U.S. Circuit Court of Appeals in Washington, D.C., in an effort to halt the service, told the Postal Rate Commission (PRC) recently that "the United States, as well as other parties in this proceeding, has not exhausted the potential remedies available to stop what is in our view the illegal action of the United States Postal Service in offering Ecom."

The Justice Department's comment was filed shortly after the PRC tentatively decided to change Ecom from an experimental to a permanent service. Besides the Justice Department, the National Telecommunications and Information Administration (NTIA), along with three vendors — GTE Telenet Communications Corp., Satellite Business Systems and Graphnet, Inc. — opposed making Ecom a permanent offering. The PRC's final decision is expected later this month.

"Virtually all parties to this proceeding agree that ... virtually no credible information regarding likely public demand for this service, if priced on a full cost-recovery basis, has been provided," NTIA said.

Cost Divergence

The Justice Department added that the present Ecom base rate — 26 cents for the first page transmitted — assumed capital costs of $7.4 million. However, the system chosen by the Postal Service has an estimated cost of $38.6 million, "strongly suggesting that the proposed rates cannot be compensatory," the Justice Department statement to the PRC added.

It may be significant that the appeals court, in rejecting the government's appeal last April, suggested that opponents of Ecom would still be free to object to continued operation of the service.

Meanwhile, Rep. Glenn English (D-Okla.), chairman of the House Government Information Subcommittee, has asked Postmaster General William Bolger to explain why a new rate has not been filed for Ecom. "I remain confused and concerned over whether the current rate is compensatory," English said.

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Model Said Based on Faulty Premise

Nuclear Disposal Study Breeds Controversy

By Susan Blakeney
CW Staff

JACKSON, Miss. — Controversy is brewing over a computer-based modeling study which revealed that there would be no detrimental economic side-effects if a nuclear waste disposal facility were erected here.

The research was conducted by personnel at Jackson State University, which, along with the Mississippi Research and Development Center, has voiced doubts about the study's conclusions. Representatives from both organizations claim that the computer models were reflective of relatively unpopulated Western states, rather than the more populous Mississippi regions of Perry and Marion counties.

Cost $76,000

The Social and Economic Assessment Model (Seam), which cost $76,000 to develop, was made possible by a grant from the U.S. Department of Energy. Seam concentrated on the economic and social impacts of the planned project and excluded the study of possible adverse effects due to fear of the nuclear waste repository's physical presence.

The model was reportedly designed to project economic consequences when large numbers of construction workers moved into small mining towns in the Western U.S. states.

Overall, the study concluded that "assuming no populated land area must be vacated or limited in use because of the repository's existence, there will be only limited negative economic impacts, if any, from construction and operation of the repository."

Furthermore, the report maintained that the state would probably benefit from the facility's development, in terms of tax revenues, new jobs and increased personal income after it is completed. "In the 10th year of the facility's life, for Mississippi as a whole, impacts include about 2500 new jobs, $170 million added personal income and $12 million in additional state tax collection."

Totally Unrealistic'

Kenneth Goodwin, a community development engineer with the MRDC in charge of reviewing the report, said the economic projection was "totally unrealistic and places in question the credibility of the entire study since the public service impacts were supposed to be the major elements of the Seam model."

He maintained that many of the jobs created by the nuclear disposal cite could not be filled by people in neighboring towns, and that the study failed to take that into consideration.

"They picked a model that was not applicable — based on our experience, we know a lot of things that just wouldn't happen that way," he said.

John Wade, assistant professor of management at Jackson State, and one of the chief authors of the study, agreed with many of Goodwin's points, but reportedly maintained that the study was actually conducted to test Seam's ability to predict socioeconomic effects on the area surrounding a nuclear waste facility.

In an earlier report, Wade referred to the report as "a very limited model exercise."

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Newsletter Out on System/38

SILVER SPRING, Md. — A monthly newsletter for IBM System/38 users called "38/Special" has been published here by the Computer Services Division of Professionals Unlimited.

The newsletter will reportedly provide information on System/38 software and products as well as services.

It will also feature sections listing tips and techniques, a contact service, a calendar of events, an index to other publications and a question and answer column.

The annual subscription rate for this publication is $49. The company also announced its *1982 1/2 Software-Service-Vendor Directory* also for IBM System/38 users.

This directory covers over 100 applications and 350 vendors, according to the publishers. It is available on diskette.

The directory costs $29.95 and can be ordered from Professionals Unlimited, 3951 Lantern Drive, Silver Spring, Md. 20902.

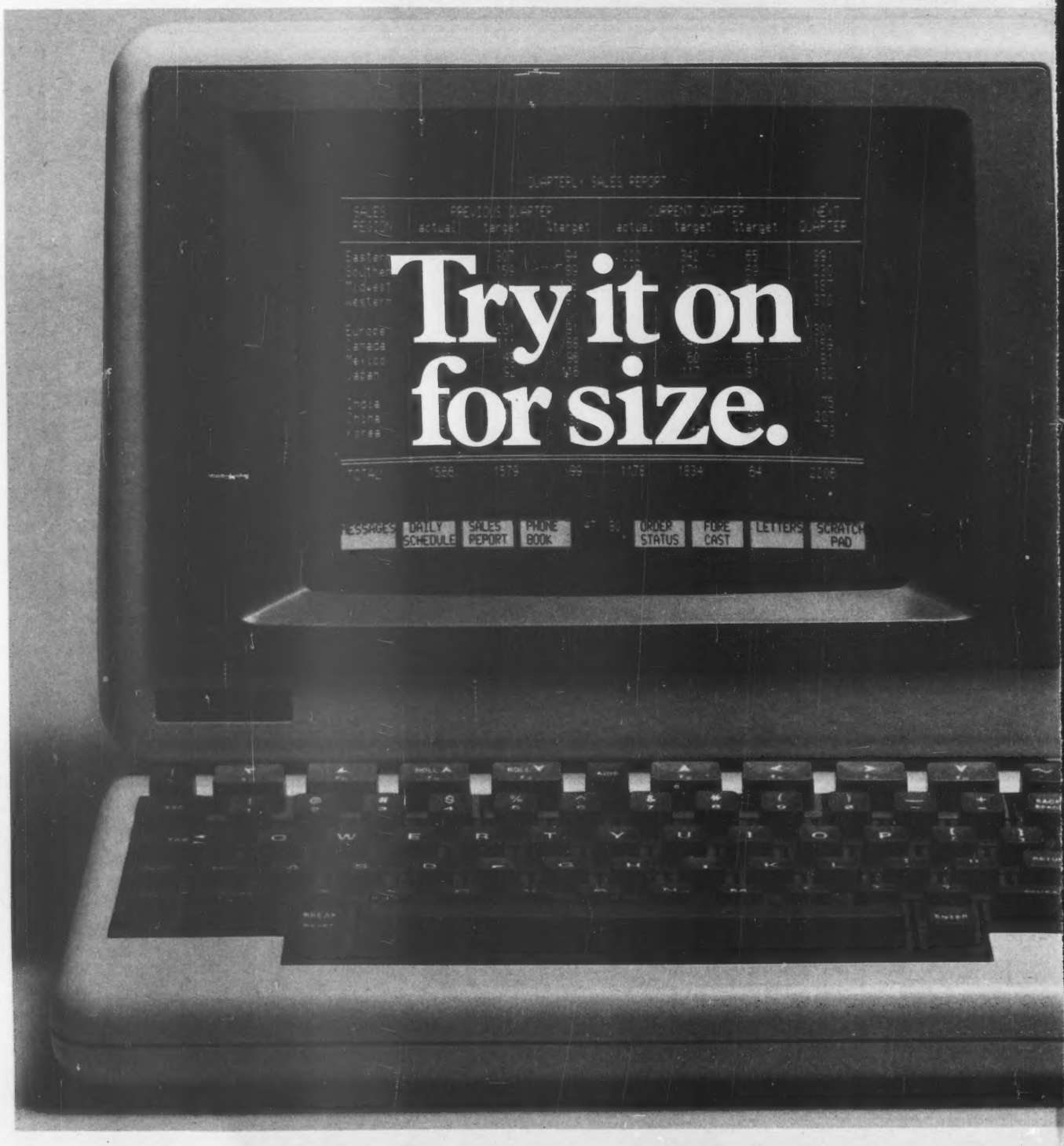
ASI Instructional Series Offered For Cullinane Software Users

ARLINGTON HEIGHTS, Ill. — Advanced Systems, Inc. is offering its IDMS-1982 Education Series for users of Cullinane Database Systems, Inc. software. ASI reached an exclusive agreement with Eastern Technical Associates, Inc. to obtain the materials.

The five-course, 61-tape series spans more than 120 hours of in-depth skills-building instruction, ASI claimed. For example, IDMS-DB covers all aspects of concepts and facilities, programming considerations and data base design.

IDD is a comprehensive course covering Cullinane's recent Release 3.0 with special emphasis on all basic entities, user-defined entities and cross-referencing capabilities.

The price for the series may run as low as $50 per tape, depending on the size of the customer's lease contract, ASI said from 2340 S. Arlington Heights Road, Arlington Heights, Ill. 60005.



Services Branches in All States

Discount Brokerage Firm Takes Stock in DBMS

SAN FRANCISCO — When the Securities and Exchange Commission (SEC) ruled that brokerage firms could unfix their rates seven years ago, Charles Schwab and Co., Inc. found itself at a crossroads.

The company had been established four years earlier as a full-service brokerage firm, but the SEC decision pushed the company's direction to discounting, and business skyrocketed.

The firm — with a 65% annual growth rate — now transacts more than $2 billion worth of securities business annually for its more than 200,000 customers nationwide.

In order to capitalize on the discounting boom, Schwab decided to install an on-line data base management system to service all branches, located in every state. Schwab intended to provide full service to customers at each branch within seconds.

After analyzing system requirements, the firm soon found a system to fit its needs — the Beta System from Blunt, Ellis and Loewi, a Milwaukee-based brokerage firm. The Beta System uses Datacom/DB, a relational data base management system, and Datacom/DC, a teleprocessing monitor, from Applied Data Research, Inc. (ADR).

A three-person staff made the system operational in four months. "We needed a highly reliable and very fast system that required little maintenance," recalled G. K. Chalmers, vice-president, technical support.

"It also had to be easy to tune. When you've been growing at 65% a year, it can be a DP manager's nightmare, especially with such a small staff," he added. "We needed a system that would take very little time to learn and would respond to this incredible growth rate."

In the last three years, the system has grown to support more than 500 terminals in 36 branches. With a reportedly excellent response time, Schwab processes an average 125,000 transactions daily.

In a pioneering effort using Datacom/DC, Schwab developed a computer-to-computer link with the exchange computers. Schwab can submit an order and report or confirm a trade in as little as 12 seconds, while the customer is still on the phone.

"When a client calls and gives us his account number and we can tell him all of his trading activity for the last two months, including up-to-the-moment executions within seconds, it's a tremendous competitive advantage," noted William Pearson, executive vice-president. "We're able to handle more clients' activity with fewer people and provide a lot better customer service."

Schwab is continuing to add other ADR products and upgrade its hardware. The company now has Datacom's data dictionary, on-line query language, on-line masking and report writer facilities and The Librarian for source code management.

Hardware includes an IBM 3031, 4341-II, nine 3350-A2 drives and a Comten, Inc. 3650 front-end processor.

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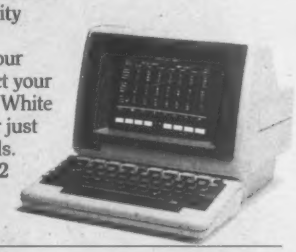

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Metrotech Project Set In N.Y., Boasts R&D Center

By Bob Johnson
CW New York Bureau

NEW YORK — Plans for a $171 million high-technology complex centering around telecommunications were announced here recently by the New York City Public Development Corp. (PDC) and the Polytechnic Institute of New York.

Dubbed the Metropolitan Technology Center, or "Metrotech," the proposed 16-acre downtown Brooklyn project would include a research and development center and offer telecommunications facilities to Polytechnic and area industries, according to the PDC.

In addition, the complex is slated to have a technology library with on-line access to other information sources and a telecommunications research center. It will require the purchase of substantial hardware and the hiring of technological staff, but officials said no vendors have yet been chosen to supply the center.

Construction is scheduled to begin in the early part of 1983 on the center, which was conceived as a result of a study performed by the city's Office of Economic Development.

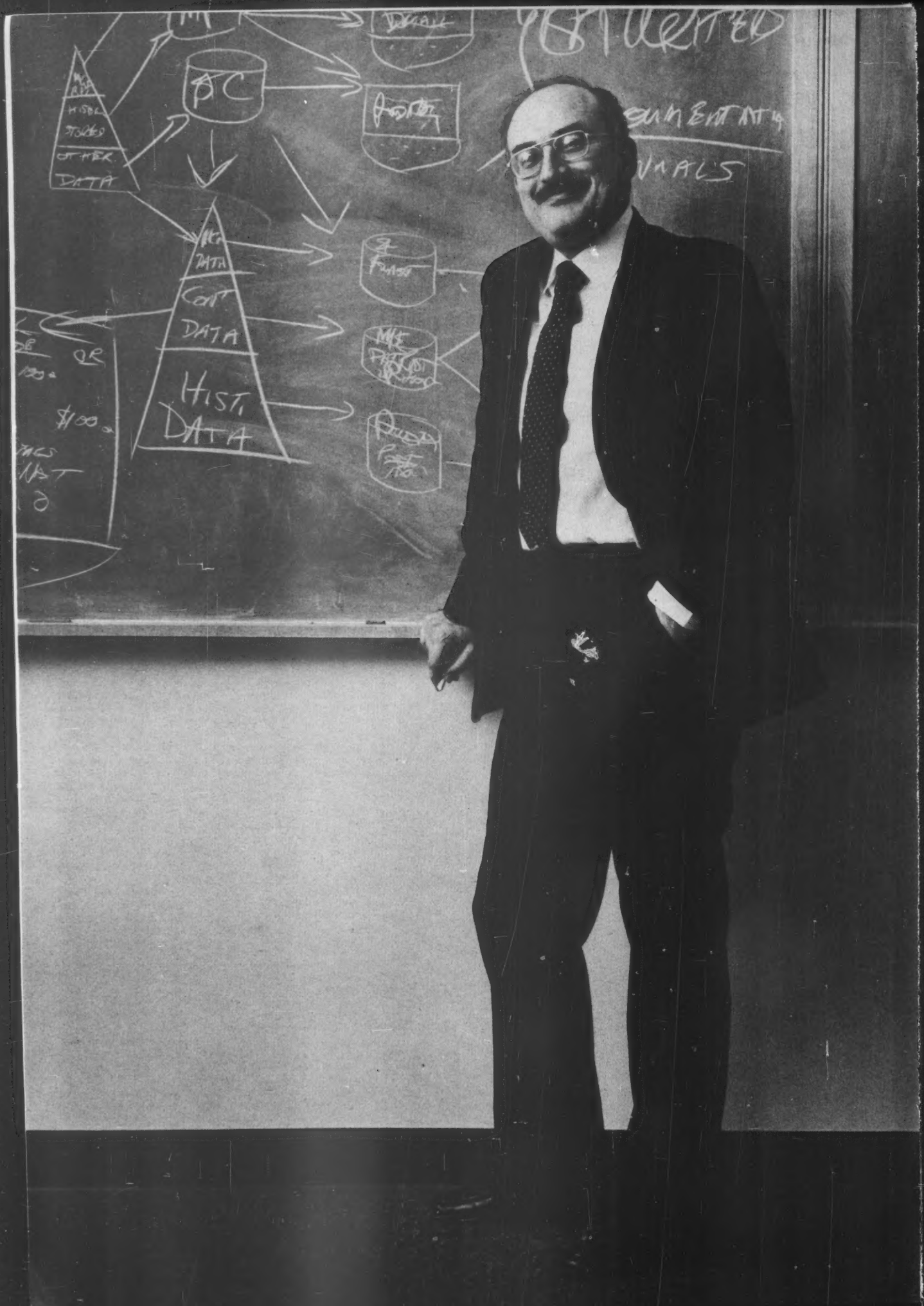
Dr. George Bugliarello, president of the Polytechnic Institute, said he hopes the joint effort between the institute and New York City will be what MIT is to Cambridge's Technology Square and Route 128 in Massachusetts and what Stanford University is to Silicon Valley.

The major tasks of the center will focus on telecommunications, according to Bugliarello, who said the New York City area is a prime choice for the new complex for three reasons:

- Its close proximity to what he referred to as the immense office automation market.
- It is bracketed by major producers of computer and information technology such as IBM and Bell Laboratories.
- Polytechnic's strength as an educational body in the area of microwave and communications research.

"Our research is these areas is probably the strongest in the country," he said.

A Technology Information Center (TIC) is planned as part of Metrotech. The $12.5 million TIC, which will be used as a technical resource for small and medium-size businesses, "will be an in-city integrated telecommunications facility that will provide information linked electronically to other data sources, both nationally and internationally," Bugliarello explained. It will be hooked-up via satellite and have a staff of telecommunications experts.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Normal Investigation

Mail Bomb Case Still Unsolved by Post Office

By Brad Schultz
CW New York Bureau

MEMPHIS, Tenn. — The U.S. Postal Service remains stumped on why a package mailed to the chairman of Vanderbilt University's Computer Science Department blew up a month ago, injuring his secretary and damaging his office [CW, May 17].

So said Assistant Postal Inspector in Charge John Brady here in an interview last week. Mail bombings like the one in the office of Prof. Patrick C. Fischer at Vanderbilt in Nashville, Tenn., are normally investigated by the Postal Service, Brady explained, but mail bombings attributable to "obviously terroristic organizations" are automatically referred to law enforcement agencies like the Federal Bureau of Investigation.

With its return address, the package mailed to Fischer carried the name of Dr. LeRoy W. Bearnson, a computer science professor presently on sabbatical leave from Brigham Young University's Electrical Engineering Department in Provo, Utah. He added that Bearnson has never been considered a likely suspect in the case now probed by "six or seven postal investigators."

At Brigham Young, a colleague of Bearnson's said Bearnson and Fischer had not heard of each other prior to the incident.

About the size and shape of a cigar box, the package was initially sent to Fischer at Pennsylvania State University, although Fischer left the faculty of that university to join Vanderbilt about 2½ years ago. The parcel was then forwarded from Pennsylvania State to Vanderbilt. It exploded May 5 when Fischer's secretary, Janet Smith, set off a detonator as she opened the package in the course of checking the day's mail.

Although enough of the package was intact after the explosion for investigators to discern the return address with Bearnson's name, it was not immediately clear that the package reached Fischer's office via "the regular mail stream," Brady stated. Within a few days, however, investigators reportedly identified postal employees who recalled handling the package.

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Bill Pushes Home Units

CW Washington Bureau

WASHINGTON, D.C. — A bill to promote use of home computers for business and educational purposes by offering tax credits for computer purchases has been introduced in the House of Representatives.

Put forward by Rep. Newt Gingrich (R-Ga.), the Family Opportunity Act would offer a $100 per year per family member tax credit for up to 50% of the cost of home computer with five years to write off the investment.

Gingrich noted that the bill would enable a family of four to buy a $4,000 system and take $2,000 in tax credits over a five-year period.

Of the tax credits proposed in the legislation, the congressman said "I want every American to have access to the same opportunities that computers provide for General Electric and AT&T ... That's why working Americans should have the same kinds of tax breaks that corporations get automatically."

Gingrich said that the bill was influenced by the ideas of author Alvin Toffler, who has developed the concept of "electronic cottages," which would use high-technology equipment to allow work at home.

"The American family faces new opportunities to work and learn at home in ways that will strengthen neighborhoods and allow working mothers with preschool children to earn a living while staying home," Gingrich said.

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Employee Benefits Division Profits From DBMS

HARTFORD, Conn. — A data base management system (DBMS) helped the Employee Benefits Division (EBD) of Aetna Life and Casualty Co. here to streamline its operation and keep up with a mounting work load.

"On the manpower side, we can effectively assign programmers who normally work with less complex tasks to projects involving more complex tasks without retraining," observed Robert Lee, chief software programmer.

It was in 1977 that EBD started looking for an appropriate DBMS. Utilizing the equivalent of seven IBM 3033 processors, several hundred IBM 3350 disk drives, a full panoply of printers and other peripherals and a 400-plus programming staff, EBD concluded it would be the least expensive and most cost-effective to go to an outside vendor.

A survey of major DBMS on the market, undertaken by both division and corporate DP staff, narrowed the field to four choices: System 2000 from Intel Corp.; Software AG's Adabas; IBM's DL/1; and the Cullinane Database Systems, Inc. Integrated Database Management System (IDMS).

In the end, EBD made its choice based on two major factors: backup and recovery facilities and a Codasyl network-oriented data base organization. The choice? Cullinane's IDMS, whose building-block Codasyl structure "has made it possible to design large operational data bases, reduce our administrative overhead and implement a variety of complex data structures," according to Bob Yellin, data base administrator for EBD.

The division purchased IDMS-DB in mid-1978. At that time, EBD also purchased Cullinane's Culprit and Online Query (OLQ) packages and has since implemented or enhanced a number of systems using IDMS.

The largest of these is an enhancement to Aecclaims, an on-line application that processes group health claims. Aecclaims presently utilizes four dedicated IBM 3033s operating under MVS and Tcam and approximately 275 IBM 3350 disk drives to process claims transactions from more than 4,000 terminals spread throughout the U.S.

Aecclaims is an interactive system that reportedly processes more than 300,000 IDMS transactions per day. "During our first three months of 13-hour-per-day on-line operation, we didn't experience a single volume-related failure through IDMS," reported Yellin.

Flexibility

It was partly IDMS' flexibility that enabled the smooth installation of Aecclaims, Yellin pointed out. "Thanks to its network structure and well-placed exits, we were able to cleanly implement the procedure under IDMS control — using standard IDMS interfaces and macros — without having to change a single line of internal code," he explained.

In addition to Aecclaims, EBD has implemented several other IDMS-based applications. Aessist is a nationwide on-line system that processes field-supplied census, benefit and customer information on prospect companies and prepares quotations and proposals for use by marketing personnel in group insurance sales.

On-line applications for in-house use include a Claim Reporting System that performs claim validation, draft reconciliation, claim funding and reporting and monitors the wire-transfer of funds between Aetna and customer banks.

"All of EBD's applications are integrated," Yellin said. "They are integrated operationally in that all inputs from one system to the other are automated and closely coordinated. They are true production systems that directly support our daily business activities."

Furthermore, "the schema/subschema relationships designed into the system have noticeably reduced our administrative overhead in that we don't have to build a distinct data base descriptor for every program," Yellin added.

Finally, "the IDMS-DB Directory has been extremely useful as a central repository of data definitions," Lee noted, "and the fact that it is integrated with the Cobol compiler has helped to greatly reduce the data 'pollution' in our primarily Cobol shop."

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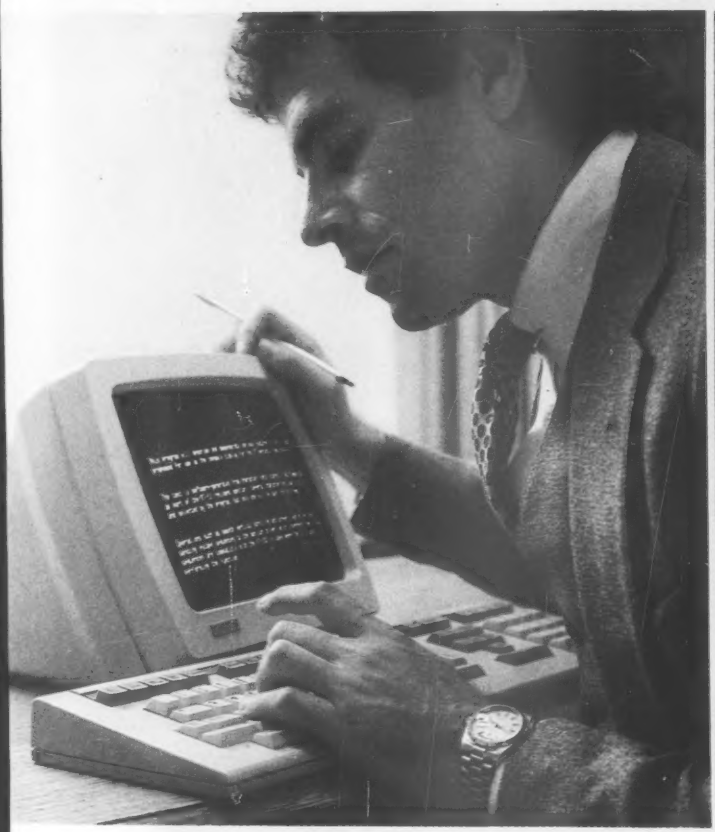

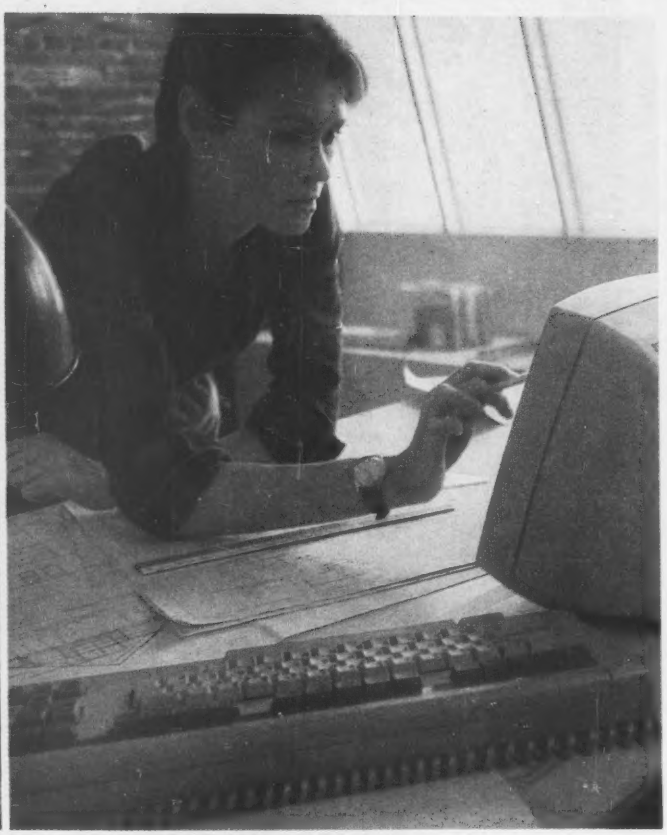

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For 1982 State, National Contests

Information Service for Elections to Start

By Marguerite Zientara
CW Staff

NEW YORK — A computerized information service for the 1982 national and state elections will be initiated this month by the Associated Press and Mead Corp.'s Mead Data Central Division, both located here.

The AP Political Service, a joint venture of AP and the division of Mead Corp., is said to expand the political data bank that was offered by AP in the 1980 elections as a research tool aimed primarily at writers, editors and broadcasters.

At that time, the service was offered by AP and the New York Times Information Service; an AP spokesman declined to comment on the reason for its switch from the Times' service to Mead.

To be updated daily, the service will include information on candidates and issues, as well as background and historical material on primary and general elections for Congress and key state offices. AP bureaus in every state will contribute to the library and material will be coordinated by senior editors here and in Washington, D.C.

Accessible on-line through Mead's Nexis and Lexis information service terminals, the campaign file "will enable users to keep track of candidates and issues, recording the development of campaign strategies and any shifts in position as the Nov. 2 elections approach," according to a Nexis spokesman.

A major feature of the service will be a developing campaign file, which will include most AP political stories filed by state bureaus and the Washington, D.C., staff, coded and cross-referenced by candidate and issue.

Could such a centralized and codified network of information result in homogenized news reports around the country? According to Nexis General Manager Anne Saunier, "Probably not, because political writers have always followed the candidates and elections on their own and have their own views of them.

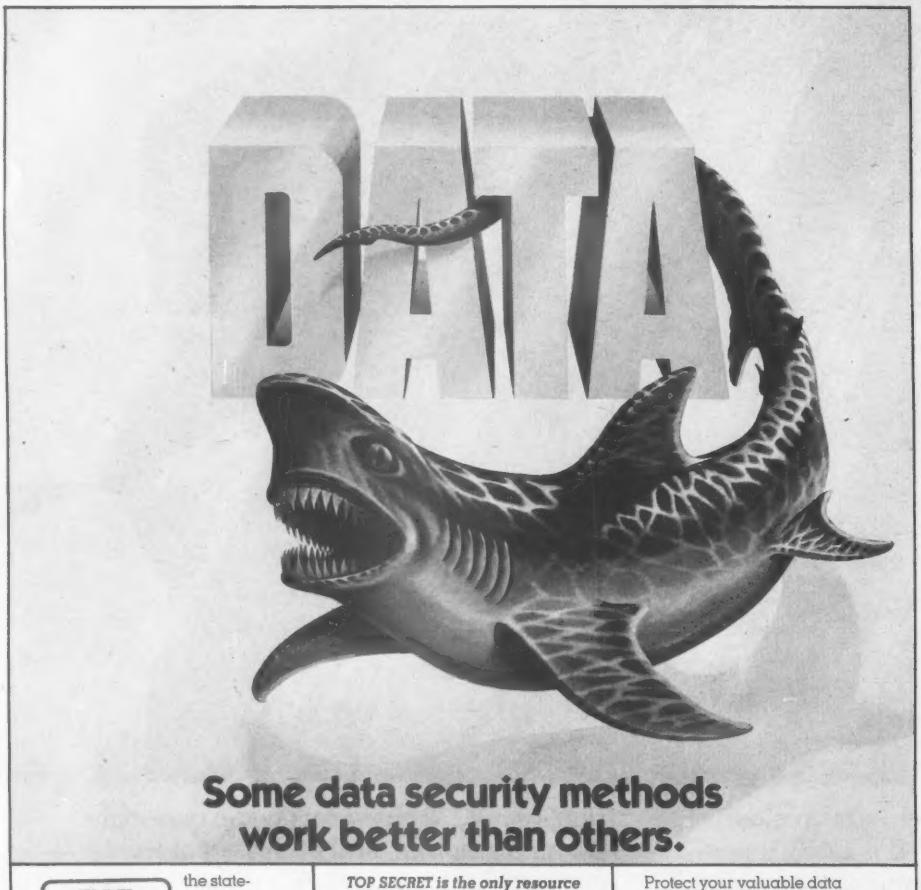
"What I do think this will offer writers across the country, however, is better information on national elections at the local level," Saunier continued. "So that, for example, it would be possible for a smaller city's newspaper or television station to run feature stories on all women candidates across the country, or all Blacks, or all candidates who are over 60 or all elections where the constituency of a district is a certain percentage Hispanic, for example."

Separate Files

In the library, every candidate for Congress and governor will have a separate file, listing biographical and other information. In addition, the service will include separate files for each state, providing summary information on offices at stake, recent election history, candidates and key local or regional issues.

The data bank will also include election schedules, lists of congressional and state house officeholders, candidates' positions on important national issues, election law data and poll results. The library will also include background information on the 1980 presidential election year.

The service is accessible 23 hours per weekday and 14½ hours on weekend days. Cost for the service will be similar to that of Nexis, for which a terminal setup costs $50/mo, with additional on-line pricing, a Mead Data Central spokeswoman said from 200 Park Ave., 43rd Floor, New York, N.Y. 10166.



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Courses Offered For Center Users

LOS ANGELES — CRWTH Computer Coursewares is offering two courses designed for the end users of an information center. The course runs under the IBM Instructional Systems, and materials will reportedly be presented on a terminal using an interactive student/computer dialogue.

The first course, "Introduction to the Information Center," is intended to familiarize the first-time user with the concepts and use of an information center.

At the completion of the course, the user will understand what an information center is, how to use one and how to use a CRT terminal, the vendor claimed.

The course can be leased for $1,200 yearly.

The second course, also aimed at the information center user, is called "Developing DP Skills for End Users." It reportedly provides the student with an introduction to the programming concepts needed in using the new user languages, the tools often found in an information center. Emphasis is on practical problem solving using DP functions common to most tools.

The course can be leased for $2,100 yearly, CRWTH said from Suite 205, 12655 Washington Blvd., Los Angeles, Calif. 90066

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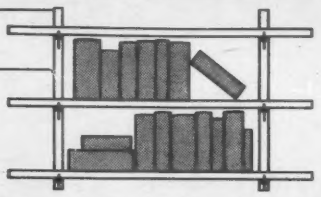

With the exception of the fiction review, this month's column is devoted to books on word processing and office automation.

WORD PROCESSING: Concepts and Careers, Second Edition
By Marly Bergerud & Jean Gonzalez

In its first edition, this was one of the first books on word processing. In its new edition, it is one of the best introductions to the subject available. The authors stress that people, procedures and equipment *together* create a word processing environment. Chapters on input, output, reprographics and distribution culminate in a chapter on creating a system. Subsequent material discusses jobs and career paths.

Softcover, 237 pages, $16.95, ISBN 0-471-06010-0. John Wiley & Sons, 605 Third Ave., New York, N.Y.10158.

WORD PROCESSORS AND INFORMATION PROCESSING
By Dan Poynter

"We have conserved and automated everywhere but the office," the author states, and he offers practical advice from a user's — not a technician's — viewpoint. This book offers very practical advice for determining needs (for example, discussing a dot matrix printer typeface without descenders or how storage is configured on disks). The book covers specific machines, systems and how to comparison shop in great detail. The last 30 pages thoroughly detail sources for further information.

Softcover, 170 pages, $11.95, ISBN 0-915516-31-4. Para Publishing, P.O. Box 4232-88, Santa Barbara, Calif. 93103.

WORD PROCESSING AND OFFICE AUTOMATION
By Gilbert J. Konkel & Phyllis J. Peck

This book gets down to the business of managing and supervising the word processing function in the lively and interesting form of conversations between people. The dialogue moves through basic aptitudes necessary to manage, identifies problems, presents ways to prepare for managing and goes on to designing a WP system, buying equipment and staffing. This is a definitive work on how to move yourself and your organization ahead.

Softcover, 168 pages, $12.95, ISBN 0-911054-05-7. Office Publications, Inc., 1200 Summer St., Stamford, Conn. 06904.

HUMAN FACTORS IN OFFICE AUTOMATION
By Wilbur O. Galitz

This book goes beyond simplistic ergonomics to discuss how people and office automation contribute to a more successful organization. Job enrichment, information gathering and management, the social environment and office design are covered in detail. Guidelines, considerations and tradeoffs are clearly spelled out. The book concludes with a chapter on managing change.

Softcover, 237 pages, $16.00, ISBN 0-89435-089-7. A publication of the Life Office Management Association, distributed by Q.E.D. Information Sciences, Inc., P.O. Box 181, Wellesley, Mass. 02181.

OFFICE AUTOMATION: A Survey of Tools and Technology
By David Barcomb

This delightfully illustrated book examines office automation systems: word management (word processing), electronic mail, electronic calendars, micrographics, teleconferencing and graphics. It examines each both separately and as components of an integrated office automation system. Two interesting chapters cover the individual workstation and home and portable offices. The material on developing and implementing a master plan is good, especially the "3 Ps" (prototype, pilot and production) Strategy. The book is clearly and interestingly written and discusses not only the systems of today, but those of tomorrow as well.

Softcover, 241 pages, $15.00, ISBN 0-932376-16-9. Digital Press, 12 Crosby Drive, Bedford, Mass. 01730.

SILENT WITNESS
By Ed Yourdon

This is a work of gritty realism, set in New York and involving a computer scam that could really happen. Max and Tony, a programmer and an operator, contrive to embezzle $3 million from the bank they work for, and it's going smoothly until Tony decides to triple the take in a deal for hard drugs. Enter Bernie, the innocent bystander, and add Hogie, a bright systems analyst, and Andrea, a beautiful antiestablishment cop. Stir in some great computer sleuthing, and the end result is an admirable first novel.

Hardcover, 177 pages, $12.95, ISBN 0-917072-28-6. Yourdon Press, 1133 Ave. of the Americas, New York, N.Y. 10036.

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SSSC CW 6/14

Effective Language Interface Focus of Test by NYU Team

By Brad Schultz
CW New York Bureau

For an experiment designed to discover whether users work more effectively with natural or artificial languages (see related story on Page 50), five New York University (NYU) computer scientists selected as subjects an applications-oriented user population that seemed most likely to benefit from natural language as an interface medium.

Their strategy was to build a system featuring a natural language interface that worked well with the initial subjects, and then to see how successful the interface would be when applied to other applications and user types.

Further, the NYU team decided to implement the same primary application in a system featuring an artificial interface language, and then to see how end-user performance with that system compared with performance with the first system.

They chose eight people associated with NYU's Graduate School of Business Administration — by some accounts, the nation's largest business school — as subjects of their experiment. The primary application under study was that served by the school's Alumni Information System, which runs in 8M bytes of virtual memory on an IBM 4341 Group I system under VM/CMS and is accessed remotely via teleprinters over 300 bit/sec dial-up lines.

The eight subjects had a mean age of 24.4 years and, in each case, little prior experience with computing.

The basis of the natural language application system was the User Specialty Language (USL) developed by IBM's Scientific Center in West Germany. USL maps natural language queries to a data base interface language called SQL, the NYU computer scientists pointed out. SQL and its predecessor, a language called Sequel, had been extensively studied from various standpoints, so SQL was picked as the basis of the artificial language application system.

The subjects were randomly divided into USL and SQL groups, given time to become proficient in their respective interface languages and then tested for proficiency. SQL users slightly edged USL users in performance, but reportedly not enough to substantiate generalized predictions of behavior.

Experiment results indicate a natural language interface is more appropriate for certain applications, while an artificial language interface is more appropriate for other applications, the computer scientists concluded. SQL, which represented the artificial language camp, seems better suited to "medium complexity" question answering, they said.

Moreover, the results suggest that USL, which represented the natural language camp, is more effectively employed when users have undergone a certain amount of training. That negates one of the cardinal benefits natural language interfaces have been claimed to provide, the researchers observed.

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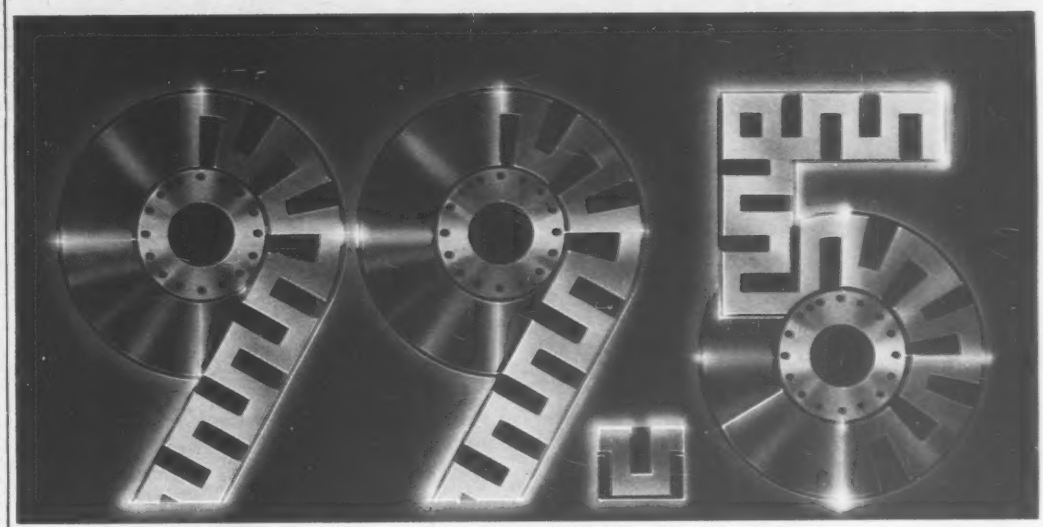

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Artificial or Natural?

NYU Scientists Sift Results in Language Study

By Brad Schultz
CW New York Bureau

NEW YORK — Do system users interact more effectively with an artificial or a natural language?

At a recent symposium here, five New York University (NYU) computer scientists described their experiments aimed at answering that question. Field results are still being evaluated, they noted, but preliminary findings cast doubt on the notion that making an interface language easier to learn will result in more effective utilization of computer systems by end users.

NYU's Jon A. Turner, Matthias Jarke, Edward A. Stohr, Yannis Vassiliou and Norman White presented their research results to a symposium on user interfaces sponsored by the private university's Graduate School of Business Administration. The experiments were conducted with some assistance from IBM's Information Systems Group in White Plains, N.Y.

Linguists and computer scientists have long debated whether formal artificial languages — modeled, for example, on symbolic logic — provide more benefits when applied to problem solving and programming than a natural language modeled on the way humans speak, the five researchers observed.

The central assumption in arguments that natural language is the most appropriate medium for user interfaces seems to be that natural language would make a system accessible to novice users without requiring them to be technically trained for usage, the NYU team reported.

Ambiguity and Vagueness

Arguments against natural language as a medium for user interfaces seem based on the observation that normal human discourse is fraught with ambiguity and vagueness, as well as the observation that taken out of context, phrases are unintelligible, the researchers pointed out.

Moreover, University of Maryland's Prof. Ben Shneiderman has asserted that natural language user interfaces encourage users to "make requests beyond the language, data or knowledge boundaries of the system."

Shneiderman has also argued that the structure of an artificial language may aid in problem formulation, the research team noted.

But another scientist, IBM's L.A. Miller, has countered that because individuals approach problem solving in different ways, some users would be less effective if they were compelled to employ any particular artificial language in interfacing a system.

Comments on Debate

The symposium contributors made several comments on this debate, based on published research and their own experiences.

First, they said the appropriateness of natural language as a user interface largely hinges on the kind of processing that is the system's primary application.

"We suspect that for procedural programming, natural language is too ambiguous and verbose to be effective," they said.

On the other hand, they said, natural language may be useful as a medium for interfacing "questioning-answering systems," where such systems:

- Accept natural language statements as input.
- Transform statements into formal language through a process of syntactic and semantic analysis.
- Provide reasoning procedures for such operations as question answering.
- Generate answers as natural language character strings.

In addition to this, the NYU researchers noted evidence that the skill level of the user has much to do with whether natural language is well-suited as an interface to systems.

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Software is taking an increasingly larger share of EDP budgets. Actual 1981 spending for software was 30% higher than for 1980 — a 5% higher growth in spending than had been planned. And this was in a year when nearly all other spending was *less* than had been anticipated.

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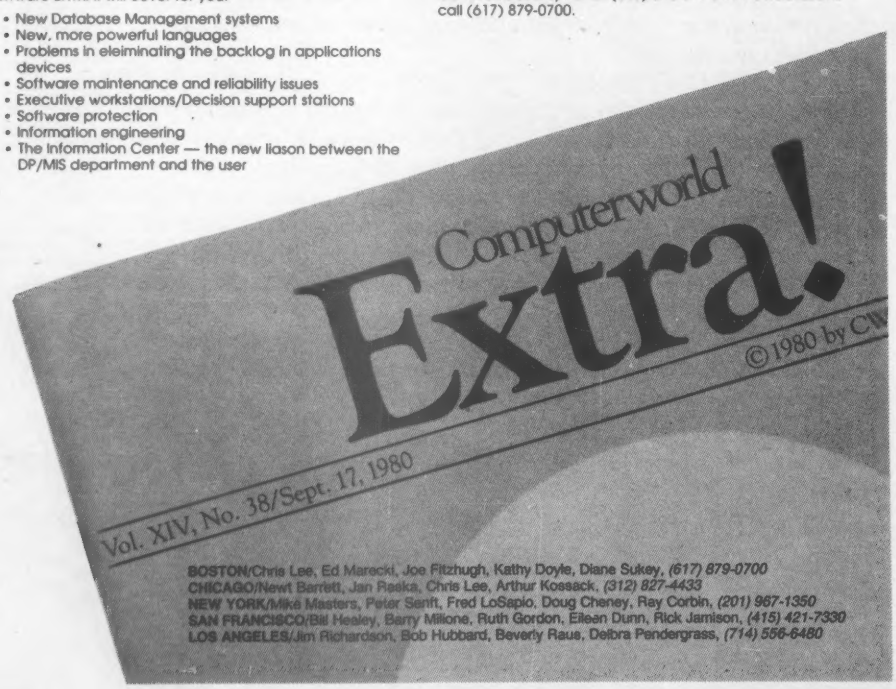

IWP Fall Meet Set for Phoenix

WILLOW GROVE, Pa. — The International Information/Word Processing Association (IWP) is making plans for its 1982 fall and Canadian symposia, which will be held Nov. 9-11 in Phoenix and Nov. 30 through Dec. 2 in Montreal, respectively.

In addition, IWP announced it has revised its yearly conference schedule. There will be no spring symposium in 1983. Following the 1982 Canadian symposium, the next conference will be Syntopican XI in San Francisco in June 1983, according to IWP.

Thereafter, IWP will sponsor a conference in a warm-weather climate in January/February, Syntopican and a Canadian symposium, eliminating the fall symposium.

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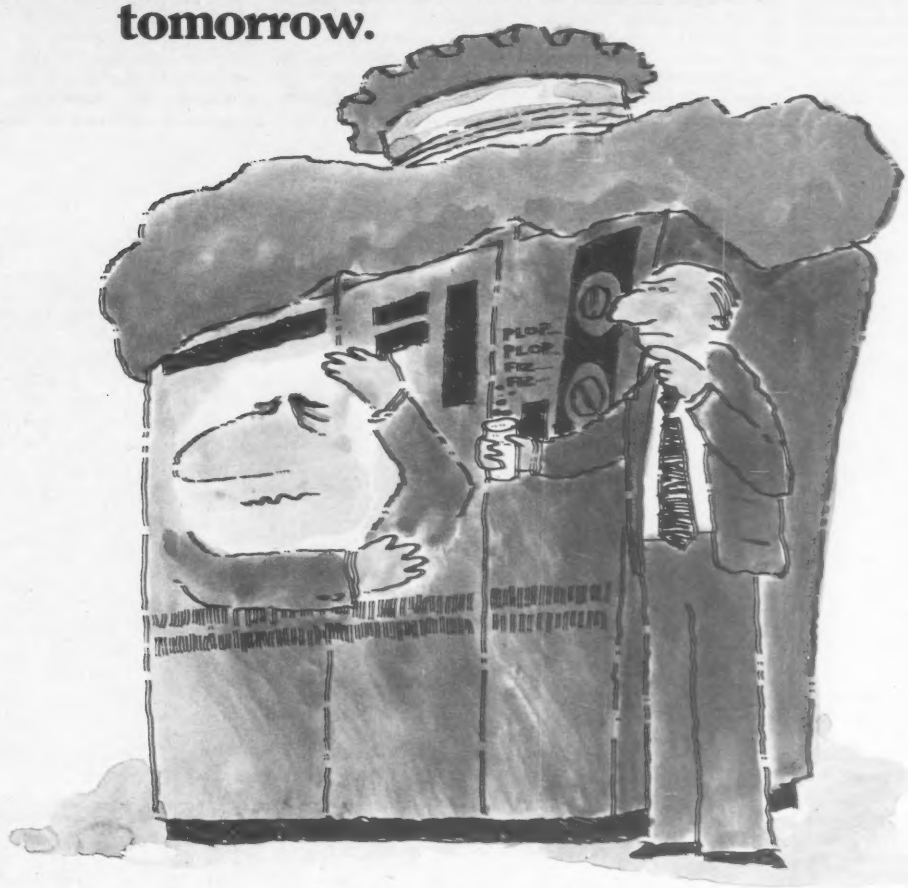

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CPU _____ Operating System _____

CW0614

Managers on the Move

JOHN P. SINGLETON has been appointed senior vice-president for the central information services in automated data processing at Security Pacific National Bank in Los Angeles. He is responsible for the centralized design and implementation of the bank's automated systems, including teleprocessing and interactive computing.

Prior to joining Security Pacific, Singleton was executive vice-president for operations data processing at Maryland National Bank.

John P. Singleton

Singleton began his career in aerospace data processing with the Apollo program and satellite systems. He joined the Federal Reserve Board of Washington, D.C., as chief operating officer for data processing. He later served as senior vice-president for data processing for Security National Bank in New York and as president of a data processing subsidiary for Great Western Savings and Loan.

Singleton is vice-chairman of the Data Processing Committee for the American Bankers Association and a member of the Information Systems Council for the American Management Association. He received a B.A. degree in business and industrial management from Arizona State University.

•••

JON C. DELL'ANTONIA has been elected vice-president of the Management Information Services Division of Coleman Co., Inc., based in Wichita, Kan. Prior to his recent appointment, he served as director of the division.

Before joining the company, Dell'Antonia was director of information services for General Portland, Inc., Harte-Hanks Communications and, most recently, Seaboard Allied Milling.

Jon C. Dell'Antonia

He graduated from Pittsburg State University with a B.S. degree in business administration.

•••

ROGER T. LEONARD has been promoted to director of management information systems for Sabine Corp., headquartered in Dallas.

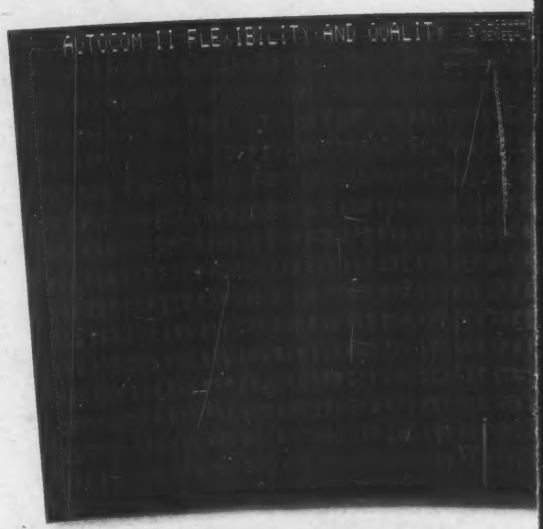
Prior to joining the company, Leonard worked in a similar capacity with Placid Oil Co. Before that, he held various managerial positions with Trans World Airlines, Inc.

He holds a B.A. from Kansas State University and an MBA from the University of Kansas.

•••

FRANK DIASPARRA has joined Compro Associates in New York as manager of technical consulting. In this new role, Diasparra will be managing a consulting group that provides a range of specialized services to the corporate data center, information center and time-sharing environment.

Diasparra comes to Compro from Pepsico, Inc., where he managed the implementation and growth of their time-sharing facility and corporate information center. Before that he held various technical positions with Citibank and Union Carbide.



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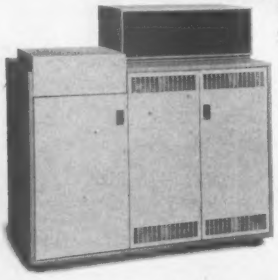

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Managers on the Move

MARGUERITE P. FARBER has been named a vice-president in Crocker Bank's Services Management Division in San Francisco. In this capacity she supervises systems planning and control in the computer systems development area, which includes systems quality assurance, financial and business planning, technical education and office systems.

Previous to joining Crocker, Farber was an assistant vice-president and systems manager for Morgan Guaranty Trust. Prior to that she was a programmer and analyst at IBM and was later a project leader at CPC International and a project manager at Lever Brothers.

She received a B.S. in mathematics from the University of Arkansas. She is a member of the Association of Systems Management.

DONALD E. VARGO recently was appointed vice-president of information systems for the United Way of Tri-State in New York City. He is responsible for all data processing and word processing activities. Prior to this appointment he served as director of data processing.

Before joining the United Way, he was systems and programming manager for the Distribution Division of Pfizer, Inc.

•••

HANK LIPOWITZ has been named corporate manager of information systems for Computer Automation in Boulder, Colo.

Prior to joining the company, he was data processing manager at Johns-Manville Corp. Before that he was associated with General Electric Information Services Co.

Lipowitz earned a B.S. in business administration from Monmouth College.

•••

MAJORIE PARKE has been promoted to assistant treasurer in the Bank of New Jersey's Computer Services Department.

Parke held various programmer/analyst positions and worked for the International Computer Corp. before joining the Bank of New

Marjorie Parke

Jersey.

She is a graduate of the Programming and Systems Institute.

•••

MARVIN RICH has been named vice-president of data processing and communications for Western Airlines in Los Angeles.

Before joining the company, he was vice-president of management information systems for Jefferson Ward. Prior to that, Rich was with Carter Hawley Hale Stores, Inc., serving as vice-president of information systems and merchandise control.

He graduated from California State University at Fullerton, where he earned a B.A. degree in management and an MBA.

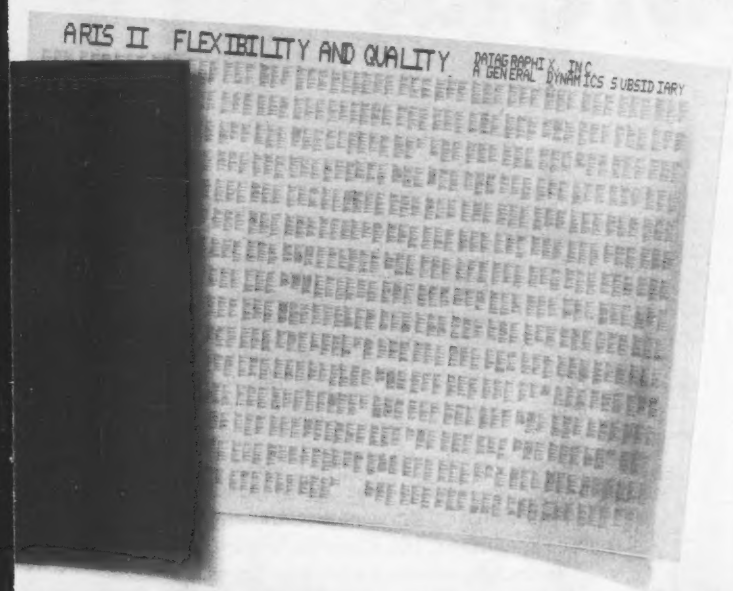
•••

JOHN ZAKRZEWSKI has been promoted to assistant vice-president for the Bank of New Jersey in Camden. In this new capacity he will continue to serve as systems and programming manager in the Bank's Computer Services Department.

Prior to joining the bank, he was affiliated with N.W. Ayer, Inc. in Philadelphia.

Zakrzewski attended Temple University and Rutgers University.

John Zakrzewski



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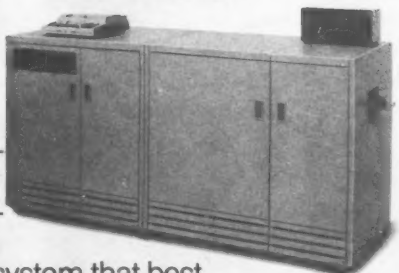

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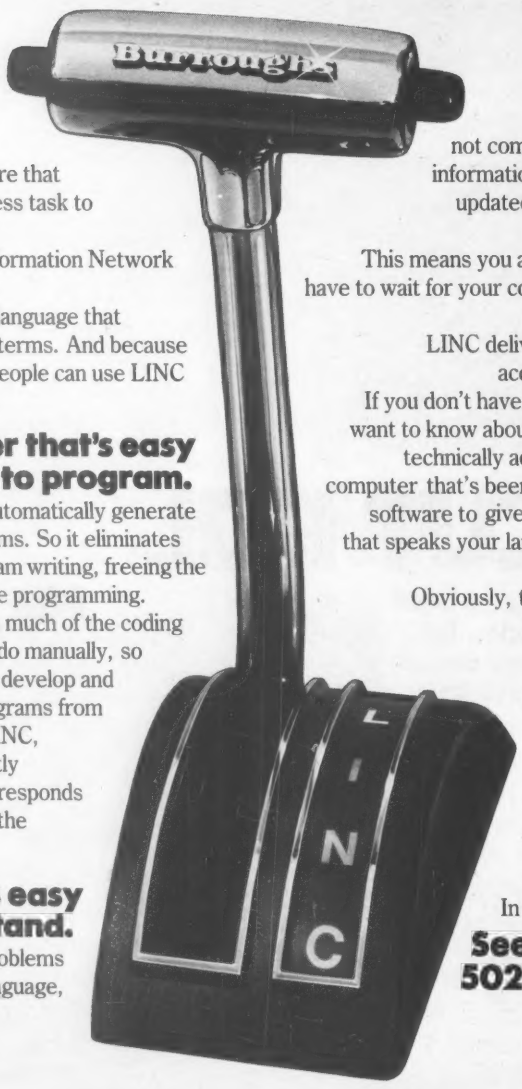

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LINC automatically does much of the coding a programmer would have to do manually, so it reduces the time it takes to develop and implement even complex programs from years to months. Plus with LINC, program maintenance is greatly reduced, too, because LINC responds at the specification level, not the language level.

A computer that's easy to understand.

With LINC, business problems can be defined in business language, not computer language, so important information can be easily extracted and updated. And new information easily created and managed.

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Obviously, there's more to LINC and The Business Partner than we can explain in this ad alone. So we're conducting a series of introductory seminars to fully explore what these amazing business tools can mean to you. It will pay you in more ways than you can imagine to attend. For reservations, call **1-800-521-4866.** In Michigan, **1-800-482-2402.**

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Microdata Fastest in Order Entry

Wang, Burroughs Strong in Multiuser Tests

By Hillel Segal
Special to CW‡

The Wang Laboratories, Inc. 2200MVP and Burroughs Corp. B91 showed strong overall performances in multiuser benchmark tests, but other systems ran faster in individual tests. The Microdata Corp. 4000 had the fastest order entry benchmark when eight terminals were operating at once, with the Texas Instruments, Inc. DS990/4 coming in second.

Several of the systems did not have enough terminal or memory capacity to run the eight-terminal test simultaneously with the CPU-intensive test, a combination requiring nine terminals.

This group of a dozen systems was tested in the Association of Computer Users' (ACU) Series 3 Benchmark Reports, which cover multiuser systems in the $25,000 to $50,000 price range. Excerpted here are the results of just two tests; the full reports include runs with two, four, six and eight terminals as well as I/O-intensive tests.

In order to test response time when more than one terminal was in use at once, our benchmark team at the University of Colorado devised a remote terminal emulator (RTE) that connected to the computer under test. The order entry times shown here measure the average length of time the system took to respond to a 12-line input from the simulated terminals. To estimate the response time per line, the figures shown would be divided by 12. Our rule of thumb is that a response time per line of about .5 sec is acceptable to most users for simple business applications.

SCOREBOX

Summary of 12 Multiuser Systems Tested for the Association of Computer Users

SYSTEMS UP TO $50,000

System	Eight-Terminal Simultaneous Test (E-4) CPU-Intensive Task Time	Order Entry Response Time
Wang 2200MVP	16.4	4.6
IBM Series/1	(1)	(1)
Texas Instruments DS990/4	135.2	4.3
Hewlett Packard 250	(2)	(2)
DEC Datasystem 355	84.1	16.1
Alpha Micro AM-100T	45.2	5.7
Microdata 4000	239.7	3.4
Data General CS/50	112.4	9.8
Altos ACS8000-10	(3)	(3)
Burroughs B91	(4)	(4)
Ultimate A1	(5)	(5)
Datapoint 8600	57.4	5.2

Notes:
1. Simultaneous test was not performed due to testing difficulties.
2. Eight-terminal test not possible. Four-terminal test: CPU — 47.6, Order Entry 2.3.
3. Eight-terminal test not possible. Two-terminal test: CPU — 473.1, Order Entry — 6.8.
4. Tested using Burroughs' remote terminal emulator: CPU — 10.2, Order Entry — 3.2.
5. Eight-terminal test not possible. Six-terminal times: CPU — 135.2, Order Entry — 1.9.

A Look at the Systems

• Wang 2200MVP. The MVP set a quick pace for the group, giving impressive performances in several tests. A capable, well-designed system, it uses an advanced version of Basic called Basic-2. Software is offered both by Wang and outside vendors and is available in abundance. Users, however, felt that support from Wang was somewhat lacking.

• IBM Series/1. The Series/1 was fast on some problems and moderately fast on others. However, unresolved problems prevented the order entry test from running consistently. The Series/1 has a powerful operating system that offers versatility and modularity in both hardware and software. The operating system can be purchased or leased along with a choice of three languages. Price as tested was just above $50,000, but the system can be configured for less.

• Texas Instruments, Inc. DS990 Model 4. The Model 4 gave a mid-range benchmark performance, tested in Cobol. However, the CPU-intensive test ran much faster in Pascal or Fortran. Users reported being pleased with the system, and the benchmark team liked the DX10 operating system, which incorporates many user-friendly features. Applications software must be purchased from the dealer or OEM, as TI does not offer any.

• Hewlett-Packard Co. 250. The HP 250 performed well in a wide range of benchmark tests, although it is limited in the number of terminals that may be used. The benchmark team was especially impressed with the human engineering features, including softkeys, an adjustable CRT and menu-driven software that is not intimidating to the first-time user. Most users were very satisfied with the system, especially the software.

• Digital Equipment Corp. Datasystem 355. The 355 gave a generally mid-range performance, but began to slow down as terminals were added in the order entry test. A broad range of software is available for DEC systems and is compatible throughout the PDP-11 line of computers, which includes the 355. This model offers large storage capacity and an advanced operating system that allows dynamic memory partitioning and subroutine overlays. Users praised the equipment reliability and wide choice of peripherals.

• Alpha Microsystems, Inc. AM-100T. The Alpha Micro placed in the upper third of the group for speed. It has a powerful Amos operating system and Basic language, making the system easy to program and highly versatile. Pascal and Lisp languages are also provided. The system can be expanded to as many as 24 terminals, with 2,400M bytes of storage. Users reported few hardware problems and cited the systems software as a strong point. Compared with other systems with similar features, the Alpha Micro is inexpensive.

• Microdata Corp. 4000. While an excellent performer in the order entry test, the 4000 was slow on the CPU-intensive run. Its operating system is oriented to data base management and includes virtual memory. Users were unanimously pleased with the system, especially its ease of use, but there were some complaints about system speed.

This is the 55th in a series of articles giving the highlights of benchmark tests conducted on popular small computer systems. The full reports are available from the Association of Computer Users.

• Data General Corp. CS/50. Mid-range in some tests, the CS/50 was slower on others. It uses a semicompiled Cobol language that is transportable across the entire DG CS line of computers. A number of utilities, including a screenface generator and interactive program writer, make applications programming easier. The software is oriented to the OEMs, which generally write packages for end users.

• Altos Computer Systems, Inc. ACS8000-10. While this Altos model supports only four terminals, it has a capable Oasis operating system. Tests indicated that it runs about mid-range in order entry speed for a four-terminal configuration, but the system was slow in the CPU-intensive test. A wide variety of languages and software is available, and the system can also be used with MP/M or as a single-user CP/M system. While limited in expandability, it offers multiuser operation at a very low price.

• Burroughs B91. Because of differences in communications protocol, our remote terminal emulator could not be interfaced to the B91. Instead, an emulator devised by Burroughs was used for the multiuser tests. While the emulator's purpose is the same, the results cannot be compared directly with those of other systems.

However, the B91 did perform very well on all tests. The B91 has advanced communications capabilities and a four-chip processor with some "pipelining" in its operation, contributing to the system's speed. Burroughs offers an extensive line of software that is transportable across the Computer Management System (CMS) line. The majority of users contacted were pleased with both the system and Burroughs' support.

• Ultimate Corp. A1. While not supporting the nine terminals needed for the simultaneous test reported here, the Ultimate was fastest of the group on other order entry tests. Its CPU-intensive times were slower than most systems, however. Users were less than satisfied with service and support, but that should improve now that Honeywell, Inc. maintains nearly all items sold by Ultimate.

• Datapoint Corp. 8600. With mid-range benchmark performance, the 8600's outstanding feature is the Attached Resource Computer (ARC) local office network capability. The network allows modular growth and sharing of all system resources.

The configuration tested included two separate processors, so the simultaneous test times for CPU and order entry were the same as those obtained when the tests ran separately. The Databus language lacked structured programming statements and appears a weakness of the system. The only end-user software Datapoint supplies is a word processing package.

Obviously, simple runtime results should not be the sole criterion for purchasing a system. But all things being equal, users will favor the faster system, and there can be cases where slow performance will render a system unacceptable.

Undoubtedly the most important single feature of a system is the software available for it, and buyers are increasingly turning to packaged programs that will minimize the cost of special staff or contract labor.

In our next column, we will examine these issues in detail.

Segal is president of the Association of Computer Users, a nonprofit association with members in the U.S., Canada and several other foreign countries. A package of information about the Association of Computer Users is available from the group at P.O. Box 9003, Boulder, Colo. 80301.

Calendar

July 1-2, Chicago — **DP Physical Security.** Contact: Computer Security Institute, Educational Resource Center, P.O. Box 528, Matawan, N.J. 07747.

July 7-9, Chicago — **Data Processing: Fundamental Concepts.** Contact: Seminar Department, Datapro Research Corp., 1805 Underwood Blvd., Delran, N.J. 08075.

July 7-9, Toronto — **Data Communications: An Introduction to Concepts and Systems.** Contact: Seminar Department, Datapro Research Corp., 1805 Underwood Blvd., Delran, N.J. 08075.

July 7-9, Minneapolis — **Network Communications Protocols.** Contact: Center for Advanced Professional Education, 11928 N. Earlham, Orange, Calif. 92669.

July 8-9, San Francisco — **Using CAD/CAM Systems: Planning, Equipment Selection and Applications.** Contact: Seminar Department, Datapro Research Corp., 1805 Underwood Blvd., Delran, N.J. 08075.

July 8-9, Boston — **Structured Documentation.** Contact: Carnegie Press Center for Documentation Resources, 100 Kings Road, Madison, N.J. 07940.

July 11-13, Andover, Mass. — **Digital Radiography.** Contact: Institute for Graphic Communication, 375 Commonwealth Ave., Boston, Mass. 02115.

July 12-13, Washington, D.C. — **Computer Terminal Selection: Guidelines for Meeting Productivity Goals.** Contact: Seminar Department, Datapro Research Corp., 1805 Underwood Blvd., Delran, N.J. 08075.

July 12-14, Chicago — **Data Dictionary/Directory Systems: Evaluation and Selection.** Contact: Seminar Department, Datapro Research Corp., 1805 Underwood Blvd., Delran, N.J. 08075.

July 12-14, New York — **Systems Analysis and Design: Concepts and Effective Practice.** Contact: Seminar Department, Datapro Research Corp., 1805 Underwood Blvd., Delran, N.J. 08075.

July 12-14, New York — **Structured Testing: Tools and Techniques.** Contact: Seminar Department, Datapro Research Corp., 1805 Underwood Blvd., Delran, N.J. 08075.

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July 12-14, New York — **Planning for Office Automation: Concepts and Practices.** Contact: Seminar Department, Datapro Research Corp., 1805 Underwood Blvd., Delran, N.J. 08075.

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July 12-14, Chicago — **DP Operations Today: Effective Scheduling and Console Operation.** Contact: Seminar Department, Datapro Research Corp., 1805 Underwood Blvd., Delran, N.J. 08075.

July, 12-14, Chicago — **Introduction to Word Processing: Concepts, Systems and Applications.** Contact: Seminar Department, Datapro Research Corp., 1805 Underwood Blvd., Delran, N.J. 08075.

July 12-14, Washington, D.C. — **Teleprocessing Software: An Introduction to Concepts, Systems and Applications.** Contact: Seminar Department, Datapro Research Corp., 1805 Underwood Blvd., Delran, N.J. 08075.

July 12-14, Washington, D.C. — **DP Network Architecture: Advanced Concepts.** Contact: Seminar Department, Datapro Research Corp., 1805 Underwood Blvd., Delran, N.J. 08075.

July 12-14, Washington, D.C. — **Advanced DP Management: Methods and Techniques in the '80s.** Contact: Seminar Department, Datapro Research Corp., Delran, N.J. 08075.

July 12-14, Dallas — **Data Base Management Systems: A Comparative Analysis of General Purpose Systems.** Contact: Seminar Department, Datapro Research Corp., 1805 Underwood Blvd., Delran, N.J. 08075.

July 12-15, New York — **CICS/VS Logic & Debugging.** Contact: On-Line Software International, 65 Rt. 4 E., River Edge, N.J. 07661.

July 12-16, Houston — **CICS/VS Application Programming.** Contact: On-Line Software International, 65 Rt. 4 E., River Edge, N.J. 07661.

July 12-16, Santa Cruz, Calif. — **The Design and Implementation of Data Bases.** Contact: University of California Extension, Santa Cruz, Calif. 95064.

July 12-16, Santa Cruz, Calif — **Introduction to Computer Graphics.** Contact: University of California Extension, Santa Cruz, Calif. 95064.

July 14-15, Cary, N.C. — **SAS Color Graphics Course.** Contact: SAS Institute, Inc., P.O. Box 8000, Cary, N.C. 27511.

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Reduces Forms Load

Edmonton System Sparks Interest From Others

EDMONTON, Alta. — A software program designed for centralized inventory control by the city of Edmonton has sparked interest from other municipal governments.

The software was developed to manage the inventory investment of various city departments, according to one city spokesman. The project grew out of a study performed by the city in the mid-1970s, and the design of the system started in 1978, he said.

Since becoming operational last November, the Common Inventory System (Coins) has had several notable results, according to officials involved in the project. Specifically, Coins has reduced from 34 to four the number of forms necessary to document a single stock transaction and has provided immediate access through computer terminals of quantity, cost and location of any item in stock at any of the city's 21 warehouses with inventory valued at $110 million this year.

Several subsystems, including common stock numbering, are expected to be incorporated into the system later this year.

"It's difficult to put a dollar value on the savings since many of the spin-offs are still being developed," according to Marv Thompson, systems development manager for Edmonton's Computer Systems Development and Services Department. "But we do know inventory levels have dropped," he said.

Edmonton's population growth has been dramatic, with the population rising to 600,000 from about 400,000 five years ago. While no one has been displaced from a job because of the system, the city expects to hire less additional staff in the future, according to Donald S. Ausman, general manager of the Computer Systems Development and Services Department.

Umbrella of Systems

Coins is just one of a number of programs being developed under the umbrella of corporate information systems, a blueprint for automating the city, Thompson explained.

"For example, we are moving into the second phase of automated purchasing. Phase one involved using word processing to generate purchase orders," he said. An accounts payable system is now being enhanced and is scheduled to become operational by the middle of the year.

A key feature of the updated payables system is a match facility. This allows a three-way computerized match between invoice, receiving report and purchase order. Thompson said that he is not aware of any other system that allows three-part matching.

One of the fortunate offshoots of the project has been stimulating the interest of other municipal governments to purchase Coins, most notably the city of Montreal. "We met the Montreal people through the USE [Univac Scientific Exchange] organization, a group of large-scale Sperry Univac users that meets twice a year," Thompson said.

Large Computer User

Edmonton is one of the largest computer users for a city of its size, Thompson claimed. Currently, the city utilizes three Univac systems — a 1100/82 for production work, a 1100/62 for test development and a 1100/61 for research and applications, developed under the firm's Mapper management information system. The city also uses about 700 Univac terminals.

"Our production volume has reached a total of three million transactions per month," Thompson said.

Because of the compatibility of the computers used in Edmonton and Montreal, Thompson said that getting the software fully up and running in Montreal will take about six months, which is considered to be a relatively short time.

Noting that a number of cities are interested in acquiring the Coins system, Thompson remarked that licensing the technology gives Edmonton a chance to recoup part of the cost spent on developing the system. However, he added that the city is not very interested in getting into marketing computer programs on a major scale.

CAM-I Proceedings Available to Public

ARLINGTON, Texas — The proceedings from Computer-Aided Manufacturing-International, Inc.'s (CAM-I) Computer-Aided Quality conference held recently in Baltimore are available to the public.

Topics covered at the conference include: test and measurement, inspection/information and quality standards for software development, among others.

The illustrated 320-page document costs $49. Orders should ask for the proceedings, Document No. P-82-MMX-01 and be directed to the Library Coordinator, CAM-I, Suite 1107, 611 Ryan Plaza Drive, Arlington, Texas 76012.

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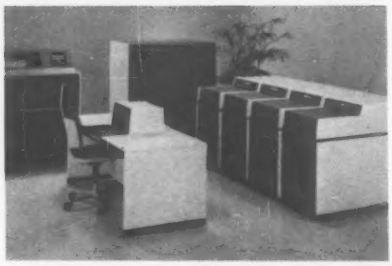

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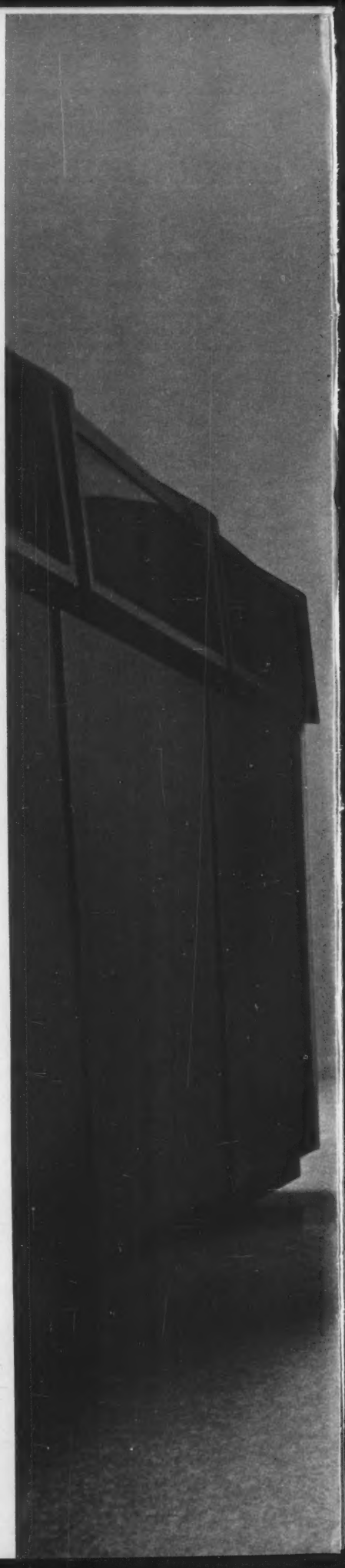

Recession, Familiarity Cited

Mini Users Stay with Present Units — Survey

By Tim Scannell
CW Staff

DELRAN, N.J. — Blame it on the recession or a simple fondness for the familiar, but most minicomputer and small business systems users will be keeping their computers this year, according to a survey conducted by Datapro Research Corp.

However, a number of users will opt for a change and switch computers, the majority staying with the same vendor.

About 150 of the 1,172 IBM systems users polled revealed plans to upgrade their computers by purchasing or leasing new processors from IBM. More than half of those anticipating changes are users of IBM's System/34 minicomputer. The rest are made up of a large number of IBM System/3 users — 65 of the 211 people polled — as well as owners of the firm's Model 1130, System/32 and System/38 machines.

None of the 45 IBM Series/1 computer users reported plans to switch systems. In addition, less than 2% of the total IBM systems users polled wanted to switch both machines and vendors, the survey detailed.

Nearly 22% of the 231 Burroughs Corp. system users in the study set aside 1982 as the year for systems changes, with one-fifth looking toward other vendor fields. Burroughs B800 and B1800 users topped the list of that firm's customers who want to change processors this year, the survey noted. More than 26% of the 118 users in this category expressed a desire for a swap, most of them staying with the same vendor.

About 12.6% of the 332 Digital Equipment Corp. systems users queried will change computers sometime this year, the Datapro study claimed. About 18 DEC PDP-11/34 and 11/44 users and 14 PDP-11/74 users detailed plans to upgrade their systems. Only one 32-bit VAX computer user, out of 54 in the survey, reported a systems swap on the horizon.

Besides expanding present hardware, most users in the Datapro study will buy additional software — almost an equal amount from the vendor and from third-party suppliers, the survey said. Other major implementation plans include expansions to data communications and a beefing up of distributed processing capabilities.

Users Report No Shortage of Problems

(Continued from Page 1)

• Burroughs Corp. systems users, the third-largest group in the survey, voted the firm in ninth among the more than 21 vendors in the Datapro lineup. Burroughs barely squeezed ahead of Qantel Corp., NCR Corp. and Honeywell, Inc. by a few hundreths of a point. Those three firms finished tenth, eleventh and twelfth, respectively, the survey noted.

• Minicomputers from General Automation, Inc. (GA) placed last in the survey, marking the third year in a row the Calif.-based firm has ended up at the end of the user ratings score sheet. A total of 11 GA users participated in this year's survey, representing 12 computer systems.

A number of users in the survey — for one reason or another — refused to recommend their brand of systems to other users.

Nearly half the 11 GA systems users and 40% of the 16 Harris Corp. computer users in the survey would not advocate using their computers to other people. A little more than 6% of the IBM and DEC users polled — or about 73 and 20 people, respectively — would not recommend their systems to potential computer buyers. About 11% of the Data General Corp. computer users and more than 9% of the Burroughs minicomputer users also declined to give their stamps of approval for future users.

No Shortage of Problems

As in past years' surveys, this year's had no shortage of users reporting minor and sometimes major problems with their systems. Nearly one-fifth of the 2,753 users polled in the survey complained the vendors did not supply all the promised software or support. For instance, about 11% of the 332 DEC system users and 19% of DG's users reported their respective vendors are lacking in these areas. Last-place winner GA has a major problem in this area, with more than half the surveyed users citing the firm for missing software and support, the study showed.

The next major problem area concerned vendor enhancements to existing systems. About 12.5% of the users queried by Datapro reported that it is difficult to keep up with the vendors' changes to hardware and software. Perkin-Elmer Corp. systems users garnered the largest number of negative responses in this area, with more than 58% of the 24 polled citing problems, the survey showed.

A significant number of users questioned also reported late deliveries of both hardware and equipment. Nearly 28% of the more than 200 Burroughs users in the survey reported the vendor missed the initial installation date. In addition, about 15.5% of those users claimed software was also among the missing when the promised delivery dates arrived.

As in past years, technical support generated across-the-board lukewarm responses from the users in the survey. On a scale from 1 to 4 (with 4 being the highest rating), documentation received an average rating of 2.4 — making it the one of the most troubled spots. It is followed closely by education and vendor troubleshooting, the survey found.

Survey Gets 35% Response

DELRAN, N.J. — The results of Datapro Research Corp.'s 1982 user survey of computer systems are based on returns from a mailing of 15,033 questionnaires sent to a cross-section of *Computerworld* readers. Users were asked to rate their mainframes, minicomputers and small business systems in 14 categories.

Datapro received 5,330 completed questionnaires from 5,029 respondents, representing a 35% response rate. Of those, Datapro judged 246 responses invalid, giving a total of 5,084 valid responses from 4,783 users with a total of 6,147 installed mainframes, minicomputers and small business systems.

Complete details of the survey are compiled in a 39-page report, "1982 User Ratings of Computer Systems," available for $25 a copy from Datapro, 1805 Underwood Ave., Delran, N.J. 08075.

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Survey Item / Manufacturer and Model	Basic Four All models	Burroughs B 700 & B 1700	Burroughs B 80	Burroughs B 800 & B 1800	Burroughs B 90	Burroughs B 900	Burroughs B 1900	Data General NOVA 3	Data General NOVA 4
No. of User Responses	44	20	7	118	7	6	77	20	13
No. of Systems Represented	47	21	15	125	15	6	80	37	17
Avg. Life of System (Mos.)	36.5	57.3	42.8	31.5	19.1	11.7	11.6	47.5	20.3
Acquisition Method (%)									
Purchase	81.82	75.00	83.33	57.89	71.43	50.00	51.95	85.00	84.62
Rental or Lease from Mfr.	0.00	10.00	16.67	36.84	14.29	50.00	46.75	0.00	7.69
Lease from 3rd Party	18.18	15.00	0.00	5.26	14.29	0.00	1.30	15.00	7.69
Principal Applications (%)									
Accounting/Billing	88.64	65.00	71.43	82.46	71.43	100.00	79.22	75.00	69.23
Banking—check processing/loans/savings	2.27	15.00	14.29	10.53	14.29	0.00	10.39	0.00	7.69
Construction/Architecture	9.09	0.00	0.00	5.26	0.00	0.00	2.60	5.00	0.00
Education—scheduling/administration	6.82	5.00	0.00	9.65	0.00	0.00	10.39	0.00	15.38
Engineering/Scientific	0.00	10.00	0.00	6.14	0.00	0.00	1.30	15.00	0.00
Health care/Medical	9.09	0.00	14.29	6.14	0.00	0.00	5.19	5.00	0.00
Insurance	6.82	0.00	0.00	4.39	0.00	0.00	5.19	0.00	0.00
Manufacturing	22.73	15.00	0.00	20.18	0.00	66.67	23.38	20.00	15.38
Mathematics/Statistics	2.27	5.00	0.00	4.39	0.00	0.00	3.90	20.00	15.38
Order Processing/Inventory Control	65.91	45.00	42.86	55.26	42.86	83.33	55.84	65.00	30.77
Payroll/Personnel	63.64	45.00	28.57	68.42	28.57	100.00	66.23	30.00	23.08
Petroleum/Fuel analysis	2.27	10.00	0.00	4.39	0.00	0.00	0.00	0.00	0.00
Process control	6.82	10.00	0.00	0.88	0.00	0.00	1.30	10.00	0.00
Purchasing	43.18	35.00	0.00	27.19	0.00	50.00	27.27	35.00	0.00
Sales Distribution	63.64	35.00	14.29	30.70	14.29	66.67	35.06	45.00	23.08
Other	31.82	20.00	28.57	12.28	28.57	16.67	20.78	20.00	23.08
Source of Applications Programs (%)									
In-house personnel	75.00	75.00	42.86	90.35	71.43	83.33	81.82	60.00	38.46
"Packaged" programs from manufacturer	36.36	50.00	57.14	34.21	57.14	66.67	40.26	10.00	7.69
Contract Programming	47.73	35.00	48.86	32.46	14.29	16.67	23.38	50.00	30.77
Manufacturer's Personnel	0.00	5.00	0.00	0.88	0.00	16.67	1.30	0.00	0.00
Proprietary Software Packages	43.18	10.00	14.29	29.82	0.00	0.00	24.68	40.00	46.15
Location of Computer (%)									
Distributed Processing Site	11.36	5.00	16.67	5.31	0.00	0.00	9.09	0.00	23.08
Central Processing Installation	88.64	95.00	83.33	94.69	100.00	100.00	90.91	100.00	76.92
Using Local Workstations/Terminals (%)	100.00	70.00	57.14	98.25	100.00	100.00	100.00	45.00	38.46
Using Remote Workstations/Terminals (%)	58.14	30.00	0.00	60.36	0.00	20.00	53.95	40.00	66.67
Using Data Base Management System (%)	15.91	40.00	28.57	52.63	71.43	16.67	64.94	20.00	23.08
None	84.09	60.00	71.43	47.37	28.57	83.33	35.06	80.00	76.92
Manufacturer's Package	14.29	62.50	0.00	86.67	60.00	0.00	91.84	0.00	0.00
Outside Vendor's Package	71.43	12.50	50.00	6.67	0.00	0.00	4.08	50.00	100.00
Home-Grown System	14.29	25.00	50.00	6.67	40.00	0.00	4.00	50.00	0.00
Using Communications Monitor (%)	13.64	20.00	28.57	66.67	85.71	33.33	61.04	15.00	30.77
None	86.36	80.00	71.43	33.33	14.29	66.67	38.96	85.00	69.23
Manufacturer's Package	60.00	100.00	50.00	93.06	100.00	100.00	91.30	66.67	0.00
Outside Vendor's Package	20.00	0.00	50.00	4.17	0.00	0.00	2.17	0.00	50.00
Home-Grown System	20.00	0.00	0.00	2.78	0.00	0.00	6.52	33.33	50.00
Using Integrated Word Processing Functions (%)	22.73	0.00	14.29	5.41	0.00	0.00	10.53	15.00	15.38
Planned Acquisitions/Implementations for 1982 (%)									
Additional Software from the Manufacturer	2.27	15.00	14.29	15.79	28.57	33.33	19.48	5.00	15.38
Proprietary Software from other suppliers	15.91	15.00	14.29	23.68	42.86	16.67	28.57	30.00	30.77
Expansions to Data Communications facilities	40.91	10.00	0.00	43.86	28.57	33.33	37.66	10.00	7.69
Distributed Processing capabilities	15.91	0.00	0.00	11.40	28.57	33.33	16.88	5.00	0.00
Expansions to present hardware	54.55	20.00	0.00	41.23	14.29	50.00	35.06	35.00	30.77
Another Computer System, same model	6.82	5.00	14.29	3.51	0.00	16.67	5.19	5.00	7.69
Business graphics	6.82	0.00	0.00	1.75	0.00	0.00	2.60	0.00	7.69
Plans for system replacement in 1982 (%)									
Yes, same manufacturer	6.82	35.00	0.00	21.05	14.29	0.00	3.90	15.00	0.00
Yes, vendor unknown	2.27	10.00	0.00	2.63	0.00	0.00	0.00	10.00	7.69
Yes, different vendor	9.09	15.00	14.29	2.63	0.00	16.67	2.60	5.00	7.69
No	81.82	35.00	71.43	73.68	85.71	83.33	93.51	70.00	84.62

Survey Item / Manufacturer and Model	Basic Four All models	Burroughs B 700 & B 1700	Burroughs B 80	Burroughs B 800 & B 1800	Burroughs B 90	Burroughs B 900	Burroughs B 1900	Data General NOVA 3	Data General NOVA 4
Significant Advantages (%)									
Users are happy with response time	56.82	40.00	14.29	62.28	42.86	66.67	55.84	45.00	46.15
System is easy to expand/reconfigure	61.36	55.00	14.29	71.93	71.43	83.33	74.03	40.00	46.15
System costs were less than expected	9.09	10.00	14.29	15.79	28.57	16.67	22.08	5.00	15.38
Programs/data carried over from other systems are compatible, as vendor promised	29.55	35.00	14.29	50.00	57.14	100.00	58.44	15.00	23.08
Terminals/peripherals carried over from other systems are compatible, as vendor promised	22.73	20.00	0.00	28.95	28.57	83.33	38.96	5.00	23.08
System is power/energy efficient	22.73	20.00	14.29	15.79	42.86	33.33	27.27	5.00	7.69
Productivity aids help us keep programming costs down	29.55	15.00	0.00	35.09	14.29	66.67	49.35	5.00	15.38
Data base language is efficient and effective	18.18	20.00	14.29	40.35	28.57	16.67	42.86	10.00	7.69
Delivery and/or installation of equipment was ahead of schedule	13.64	5.00	0.00	13.16	0.00	33.33	20.78	15.00	15.38
Delivery of required software was ahead of schedule	2.27	5.00	0.00	11.40	0.00	16.67	16.88	5.00	15.38
Significant Problems (%)									
Computer proposed by vendor was too small	11.36	10.00	42.86	8.77	0.00	0.00	5.19	25.00	15.38
Installation of equipment was late	13.64	0.00	42.86	28.95	28.57	33.33	31.17	15.00	7.69
Delivery of required software was late	13.64	5.00	28.57	14.91	28.57	33.33	15.58	35.00	15.38
System costs (for hardware, vendor-supplied software, support) exceeded the expected total	27.27	0.00	28.57	1.75	0.00	0.00	9.09	30.00	0.00
Vendor did not provide all the promised software or support	25.00	20.00	42.86	15.79	28.57	0.00	20.78	30.00	15.38
Program/data compatibility not what vendor promised	4.55	10.00	14.29	3.51	0.00	0.00	6.49	5.00	0.00
Terminals/peripherals compatibility not what vendor promised	4.55	5.00	14.29	3.51	0.00	0.00	2.60	5.00	0.00
Vendor enhancements/changes to hardware/software hard to keep up with	15.91	10.00	28.57	15.79	28.57	0.00	5.19	5.00	0.00
Equipment is excessively noisy	11.36	0.00	14.29	4.39	0.00	0.00	3.90	5.00	0.00
Power and/or cooling requirements are excessive	2.27	5.00	28.57	7.02	14.29	0.00	3.90	0.00	7.69
System Ratings (4.0-1.0)									
Ease of operation	3.73	3.60	2.57	3.62	3.14	4.00	3.73	3.16	3.31
Reliability of Mainframe	3.40	3.35	2.86	3.52	3.86	3.83	3.37	3.40	3.31
Reliability of Peripherals	3.23	2.90	2.67	2.90	3.33	3.17	2.93	3.05	3.00
Maintenance service:									
Responsiveness	3.27	2.75	2.71	2.85	3.43	3.17	3.09	3.11	3.00
Effectiveness	3.05	2.50	2.50	2.65	3.17	3.50	2.84	3.11	3.08
Technical support:									
Trouble-shooting	2.65	2.42	2.29	2.48	2.43	2.50	2.52	2.63	2.92
Education	2.26	2.50	2.00	2.56	2.29	2.67	2.45	2.35	2.50
Documentation	1.95	2.50	2.00	2.14	2.17	2.67	1.97	2.35	2.46
Manufacturer's software:									
Operating system	3.14	3.84	2.86	3.72	3.57	4.00	3.61	2.76	3.17
Compilers & Assemblers	3.09	3.63	2.71	3.40	3.14	3.83	3.39	2.86	3.00
Applications Programs	2.68	2.69	2.20	2.56	2.40	2.80	2.55	2.80	3.00
Ease of Programming	3.55	3.22	2.71	3.34	3.43	3.83	3.43	2.76	3.08
Ease of conversion	2.91	3.18	2.60	3.23	3.40	3.83	3.33	2.27	2.78
Overall satisfaction	3.07	3.00	2.43	3.20	3.14	3.67	3.23	2.95	2.92
Did the system do what you expected it to do? (%)									
Yes	93.18	95.00	42.86	92.98	85.71	100.00	83.12	90.00	76.92
No	0.00	5.00	57.14	7.02	14.29	0.00	3.90	10.00	7.69
Haven't decided	6.82	0.00	0.00	0.00	0.00	0.00	12.99	0.00	15.38
Would you recommend system to another user? (%)									
Yes	72.73	57.89	57.14	84.07	71.43	100.00	81.82	88.89	69.23
No	20.45	42.11	14.29	7.96	14.29	0.00	2.60	11.11	15.38
Haven't decided	6.82	0.00	28.57	7.96	14.29	0.00	15.58	0.00	15.38

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Users Rate Their Minis . . .

. . . And Their Manufacturers : . .

Survey Item	Data General Eclipse	Datapoint ARC	Digital Equipment PDP-8	Digital Equipment PDP-11	Digital Equipment 1103 & 1123	Digital Equipment 1134 & 1144	Digital Equipment 1170	Digital Equipment VAX	Four Phase All models
No. of User Responses	98	66	8	15	20	109	126	54	51
No. of Systems Represented	138	129	17	22	28	129	190	80	75
Avg. Life of System (Mos.)	29.5	31.8	58.4	57.1	22.8	32.2	34.3	17.2	27.0
Acquisition Method (%)									
Purchase	79.59	57.58	62.50	86.67	80.00	83.49	79.84	77.78	9.80
Rental or Lease from Mfr.	2.04	36.36	0.00	0.00	0.00	5.50	4.03	3.70	72.55
Lease from 3rd Party	18.37	6.06	37.50	13.33	20.00	11.01	16.13	18.52	17.65
Principal Applications (%)									
Accounting/Billing	69.39	87.88	75.00	60.00	40.00	65.14	65.08	40.74	56.86
Banking—check processing/loans/savings	9.18	6.06	0.00	6.67	10.00	3.67	8.73	3.70	1.96
Construction/Architecture	3.06	1.52	12.50	20.00	0.00	2.75	2.38	7.41	0.00
Education—scheduling/administration	10.20	6.06	12.50	33.33	15.00	16.51	18.25	7.41	3.92
Engineering/Scientific	12.24	4.55	37.50	26.67	30.00	12.84	15.08	51.85	1.96
Health care/Medical	7.14	1.52	0.00	0.00	0.00	9.17	5.56	3.70	33.33
Insurance	8.16	4.55	0.00	0.00	0.00	1.83	2.38	0.00	7.84
Manufacturing	18.37	15.15	12.50	6.67	15.00	10.09	15.08	14.81	23.53
Mathematics/Statistics	12.24	4.55	12.50	6.67	10.00	12.84	14.29	37.04	3.92
Order Processing/Inventory Control	46.94	54.55	25.00	26.67	30.00	38.53	39.68	22.22	50.98
Payroll/Personnel	42.86	39.39	62.50	46.67	30.00	44.95	46.83	27.78	47.06
Petroleum/Fuel analysis	6.12	1.52	12.50	0.00	0.00	2.75	3.17	0.00	1.96
Process control	3.06	1.52	12.50	0.00	10.00	3.67	0.79	11.11	1.96
Purchasing	21.43	19.70	25.00	13.33	20.00	15.60	19.84	11.11	23.53
Sales Distribution	30.61	33.33	25.00	13.33	30.00	19.27	22.22	20.37	23.53
Other	23.47	34.85	37.50	33.33	30.00	29.36	29.37	25.93	25.49
Source of Applications Programs (%)									
In-house personnel	85.71	81.82	87.50	66.67	65.00	78.90	78.57	79.63	66.67
"Packaged" programs from manufacturer	18.37	27.27	37.50	33.33	20.00	29.36	23.81	44.44	33.33
Contract Programming	34.69	34.85	50.00	33.33	20.00	36.70	25.40	20.37	23.53
Manufacturer's Personnel	1.02	3.03	12.50	0.00	0.00	4.59	3.17	9.26	5.88
Proprietary Software Packages	45.92	24.24	37.50	40.00	50.00	37.61	49.21	44.44	29.41
Location of Computer (%)									
Distributed Processing Site	12.24	21.21	0.00	20.00	30.00	13.76	8.73	33.33	37.25
Central Processing Installation	87.76	78.79	100.00	80.00	70.00	86.24	91.27	66.67	62.75
Using Local Workstations/Terminals (%)	100.00	96.92	87.50	100.00	100.00	100.00	100.00	100.00	100.00
Using Remote Workstations/Terminals (%)	60.82	54.69	37.50	73.33	33.33	59.81	83.06	79.63	30.43
Using Data Base Management System (%)	32.65	10.61	12.50	33.33	40.00	35.78	38.89	44.44	19.61
None	67.35	89.39	87.50	66.67	60.00	64.22	61.11	55.56	80.39
Manufacturer's Package	84.38	28.57	0.00	0.00	12.50	33.33	16.33	37.50	40.00
Outside Vendor's Package	3.13	28.57	100.00	60.00	50.00	48.72	61.22	33.33	50.00
Home-Grown System	12.50	42.86	0.00	40.00	37.50	17.95	22.45	29.17	10.00
Using Communications Monitor (%)	24.49	45.31	25.00	26.67	20.00	22.02	26.19	25.93	47.06
None	75.51	54.69	75.00	73.33	80.00	77.98	73.81	74.07	52.94
Manufacturer's Package	65.22	92.86	0.00	0.00	0.00	75.00	66.67	71.43	73.91
Outside Vendor's Package	21.74	3.57	0.00	75.00	75.00	16.67	26.67	14.29	21.74
Home-Grown System	13.04	3.57	100.00	25.00	25.00	8.33	16.67	14.29	4.35
Using Integrated Word Processing Functions (%)	23.47	47.69	37.50	33.33	50.00	29.63	37.30	45.28	52.94
Planned Acquisitions/Implementations for 1982 (%)									
Additional Software from the Manufacturer	25.51	34.85	12.50	20.00	15.00	20.18	15.08	40.74	35.29
Proprietary Software from other suppliers	29.59	33.33	37.50	20.00	55.00	30.28	52.38	51.85	11.76
Expansions to Data Communications facilities	39.80	27.27	25.00	6.67	15.00	24.77	30.95	40.74	13.73
Distributed Processing capabilities	15.31	13.64	25.00	6.67	10.00	13.76	13.49	9.26	15.69
Expansions to present hardware	51.02	51.52	25.00	33.33	60.00	46.79	41.27	55.56	45.10
Another Computer System, same model	12.24	9.09	12.50	0.00	15.00	7.34	10.32	22.22	9.80
Business graphics	10.20	4.55	12.50	0.00	0.00	11.01	10.32	20.37	9.80
Plans for system replacement in 1982 (%)									
Yes, same manufacturer	4.08	6.06	12.50	26.67	10.00	12.84	7.94	1.85	17.65
Yes, vendor unknown	4.08	1.52	0.00	0.00	0.00	1.83	2.38	0.00	3.92
Yes, different vendor	7.14	6.06	0.00	13.33	0.00	1.83	0.79	0.00	9.80
No	83.67	86.36	87.50	53.33	90.00	81.65	88.89	98.15	68.63

Survey Item	Data General Eclipse	Datapoint ARC	Digital Equipment PDP-8	Digital Equipment PDP-11	Digital Equipment 1103 & 1123	Digital Equipment 1134 & 1144	Digital Equipment 1170	Digital Equipment VAX	Four Phase All models
Significant Advantages (%)									
Users are happy with response time	46.94	40.91	62.50	33.33	40.00	58.72	69.05	79.63	50.98
System is easy to expand/reconfigure	58.16	81.82	62.50	40.00	65.00	60.55	73.02	81.48	47.06
System costs were less than expected	10.20	18.18	25.00	0.00	10.00	10.09	16.67	18.52	11.76
Programs/data carried over from other systems are compatible, as vendor promised	18.37	45.45	0.00	6.67	35.00	22.02	26.19	40.74	11.76
Terminals/peripherals carried over from other systems are compatible, as vendor promised	15.31	34.85	0.00	6.67	45.00	25.69	27.78	42.59	9.80
System is power/energy efficient	11.22	25.76	12.50	0.00	20.00	13.76	15.08	12.96	17.65
Productivity aids help us keep programming costs down	24.49	18.18	12.50	0.00	10.00	19.27	34.13	46.30	23.53
Data base language is efficient and effective	13.27	9.09	12.50	26.67	10.00	17.43	19.05	14.81	11.76
Delivery and/or installation of equipment was ahead of schedule	12.24	13.64	12.50	0.00	5.00	10.09	11.90	20.37	11.76
Delivery of required software was ahead of schedule	9.18	7.58	12.50	6.67	0.00	5.50	7.94	9.26	5.88
Significant Problems (%)									
Computer proposed by vendor was too small	11.22	13.64	12.50	6.67	0.00	11.93	4.76	3.70	13.73
Installation of equipment was late	15.31	10.61	0.00	20.00	20.00	12.84	8.73	18.52	29.41
Delivery of required software was late	13.27	13.64	12.50	20.00	20.00	10.09	7.94	9.26	15.69
System costs (for hardware, vendor-supplied software, support) exceeded the expected total	13.27	3.03	0.00	13.33	0.00	10.09	6.35	1.85	7.84
Vendor did not provide all the promised software or support	17.35	12.12	0.00	26.67	5.00	18.35	7.94	3.70	31.37
Program/data compatibility not what vendor promised	10.20	3.03	12.50	0.00	0.00	1.83	2.38	0.00	11.76
Terminals/peripherals compatibility not what vendor promised	2.04	3.03	0.00	0.00	0.00	0.92	0.00	3.70	3.92
Vendor enhancements/changes to hardware/software hard to keep up with	14.29	18.18	0.00	20.00	10.00	11.01	7.14	0.00	17.65
Equipment is excessively noisy	4.08	1.52	25.00	0.00	20.00	8.26	7.94	12.96	5.88
Power and/or cooling requirements are excessive	4.08	0.00	25.00	0.00	5.00	6.42	4.76	1.85	3.92
System Ratings (4.0-1.0)									
Ease of operation	3.41	3.38	3.38	3.29	3.63	3.51	3.40	3.70	3.27
Reliability of Mainframe	3.41	3.35	3.63	3.47	3.74	3.68	3.65	3.65	3.22
Reliability of Peripherals	2.95	3.03	3.25	3.07	3.25	3.31	3.26	3.15	2.88
Maintenance service:									
Responsiveness	3.06	3.14	3.14	2.93	2.83	3.35	3.26	3.09	3.06
Effectiveness	2.88	2.94	3.29	2.87	2.83	3.19	3.11	3.04	2.96
Technical support:									
Trouble-shooting	2.45	2.69	2.88	2.79	2.63	2.82	2.86	2.76	2.66
Education	2.56	2.75	2.50	2.43	2.61	2.77	2.72	2.77	2.48
Documentation	2.47	2.57	2.63	2.67	2.58	2.72	2.75	3.06	2.34
Manufacturer's software:									
Operating system	3.05	3.28	3.14	3.40	3.11	3.46	3.54	3.53	2.87
Compilers & Assemblers	2.93	3.15	3.14	3.00	3.17	3.16	3.27	3.44	2.58
Applications Programs	2.61	2.77	2.20	3.00	3.00	2.96	2.80	3.05	2.83
Ease of Programming	3.10	3.15	3.14	3.00	2.83	3.25	3.39	3.48	2.82
Ease of conversion	2.76	2.98	2.20	2.90	2.88	2.93	3.00	3.33	2.58
Overall satisfaction	2.99	3.11	3.50	3.20	3.20	3.32	3.29	3.39	2.84
Did the system do what you expected it to do? (%)									
Yes	78.57	87.69	100.00	93.33	85.00	88.99	94.44	90.74	74.00
No	10.20	7.69	0.00	6.67	0.00	3.67	1.59	0.00	14.00
Haven't decided	11.22	4.62	0.00	0.00	15.00	7.34	3.97	9.26	12.00
Would you recommend system to another user? (%)									
Yes	75.00	86.15	87.50	73.33	85.00	89.91	90.40	92.59	68.00
No	10.42	9.23	12.50	26.67	5.00	4.59	6.40	1.85	12.00
Haven't decided	14.58	4.62	0.00	0.00	10.00	5.50	3.20	5.56	20.00

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Survey Item	General Automation All models	Harris	Honeywell Level 6 DPS	Hewlett-Packard 250	Hewlett-Packard 1000	Hewlett-Packard 3000	IBM 1130	IBM Series 1	IBM System/3
No. of User Responses	11	16	37	5	15	206	5	45	211
No. of Systems Represented	12	16	43	6	25	251	6	57	219
Avg. Life of System (Mos.)	58.4	22.9	19.7	13.0	44.5	26.7	138.8	22.9	59.1
Acquisition Method (%)									
Purchase	45.45	12.50	83.78	75.00	80.00	72.82	100.00	84.44	71.90
Rental or Lease from Mfr.	9.09	62.50	10.81	0.00	13.33	10.68	0.00	4.44	15.71
Lease from 3rd Party	45.45	25.00	5.41	25.00	6.67	16.50	0.00	11.11	12.38
Principal Applications (%)									
Accounting/Billing	45.45	75.00	78.38	20.00	40.00	81.07	60.00	46.67	90.05
Banking—check processing/loans/savings	0.00	0.00	5.41	20.00	0.00	1.94	0.00	2.22	9.00
Construction/Architecture	9.09	0.00	2.70	0.00	0.00	2.91	20.00	4.44	4.27
Education—scheduling/administration	0.00	18.75	8.11	0.00	13.33	11.65	60.00	2.22	1.90
Engineering/Scientific	72.73	25.00	2.70	0.00	53.33	12.14	40.00	2.22	4.74
Health care/Medical	0.00	6.25	5.41	0.00	0.00	6.80	0.00	11.11	7.11
Insurance	0.00	0.00	13.51	0.00	0.00	4.85	0.00	13.33	7.58
Manufacturing	36.36	50.00	8.11	20.00	6.67	31.55	0.00	15.56	42.65
Mathematics/Statistics	27.27	18.75	8.11	0.00	40.00	13.11	20.00	6.67	5.21
Order Processing/Inventory Control	36.36	62.50	54.05	40.00	13.33	55.34	0.00	40.00	65.40
Payroll/Personnel	36.36	56.25	40.54	20.00	6.67	54.85	80.00	37.78	75.83
Petroleum/Fuel analysis	0.00	0.00	0.00	0.00	0.00	1.46	0.00	0.00	2.84
Process control	0.00	6.25	5.41	0.00	6.67	2.91	0.00	4.44	2.84
Purchasing	18.18	37.50	32.43	0.00	0.00	35.92	20.00	31.11	37.91
Sales Distribution	36.36	31.25	24.32	20.00	13.33	34.95	0.00	28.89	54.03
Other	18.18	31.25	24.32	40.00	46.67	23.30	40.00	48.89	17.06
Source of Applications Programs (%)									
In-house personnel	72.73	93.75	75.68	80.00	93.33	82.04	100.00	73.33	97.16
"Packaged" programs from manufacturer	18.18	31.25	37.84	20.00	13.33	36.89	60.00	24.44	41.23
Contract Programming	36.36	18.75	27.03	40.00	26.67	37.38	20.00	35.56	27.01
Manufacturer's Personnel	0.00	0.00	5.41	0.00	6.67	2.43	0.00	0.00	3.32
Proprietary Software Packages	45.45	25.00	37.84	0.00	33.33	53.40	40.00	35.56	10.90
Location of Computer (%)									
Distributed Processing Site	18.18	62.50	10.81	40.00	6.67	10.24	0.00	33.33	3.79
Central Processing Installation	81.82	37.50	89.19	60.00	93.33	89.76	100.00	66.67	96.21
Using Local Workstations/Terminals (%)	72.73	50.00	97.22	100.00	100.00	100.00	20.00	97.78	78.10
Using Remote Workstations/Terminals (%)	36.36	62.50	63.64	25.00	60.00	73.13	0.00	27.91	40.87
Using Data Base Management System (%)	27.27	43.75	32.43	80.00	53.33	93.69	0.00	28.89	11.37
None	72.73	56.25	67.57	20.00	46.67	6.31	100.00	71.11	88.63
Manufacturer's Package	33.33	28.57	58.33	100.00	100.00	96.89	0.00	0.00	36.36
Outside Vendor's Package	67.67	71.43	41.67	0.00	0.00	2.59	0.00	83.33	31.82
Home-Grown System	0.00	0.00	0.00	0.00	0.00	0.52	0.00	16.67	31.82
Using Communications Monitor (%)	18.18	31.25	54.05	20.00	6.67	28.64	0.00	31.11	31.28
None	81.82	68.75	45.95	80.00	93.33	71.36	100.00	68.89	68.72
Manufacturer's Package	100.00	80.00	75.00	100.00	100.00	89.47	0.00	71.43	93.85
Outside Vendor's Package	0.00	20.00	15.00	0.00	0.00	7.02	0.00	7.14	4.62
Home-Grown System	0.00	0.00	10.00	0.00	0.00	3.51	0.00	21.43	1.54
Using Integrated Word Processing Functions (%)	27.27	18.75	32.43	20.00	20.00	30.69	0.00	25.00	4.74
Planned Acquisitions/Implementations for 1982 (%)									
Additional Software from the Manufacturer	0.00	12.50	24.32	20.00	20.00	41.26	0.00	28.89	9.95
Proprietary Software from other suppliers	9.09	12.50	24.32	40.00	13.33	54.37	0.00	28.89	13.74
Expansions to Data Communications facilities	9.09	18.75	21.62	40.00	13.33	33.50	0.00	46.67	23.22
Distributed Processing capabilities	0.00	31.25	24.32	0.00	6.67	15.05	0.00	20.00	10.90
Expansions to present hardware	27.27	25.00	62.16	60.00	33.33	64.08	0.00	60.00	22.27
Another Computer System, same model	9.09	12.50	2.70	0.00	6.67	10.19	0.00	17.78	9.00
Business graphics	0.00	0.00	8.11	0.00	6.67	20.87	0.00	2.22	2.84
Plans for system replacement in 1982 (%)									
Yes, same manufacturer	18.18	0.00	2.70	0.00	6.67	10.68	20.00	0.00	30.81
Yes, vendor unknown	9.09	6.25	2.70	0.00	0.00	0.49	0.00	0.00	9.95
Yes, different vendor	9.09	25.00	2.70	0.00	6.67	0.49	0.00	0.00	4.27
No	63.64	68.75	91.89	100.00	86.67	86.89	80.00	100.00	54.03

General Automation All models	Harris	Honeywell Level 6 DPS	Hewlett-Packard 250	Hewlett-Packard 1000	Hewlett-Packard 3000	IBM 1130	IBM Series 1	IBM System/3	Survey Item
									Significant Advantages (%)
36.36	43.75	48.65	80.00	26.67	61.65	20.00	53.33	43.13	Users are happy with response time
9.09	31.25	70.27	80.00	46.67	83.98	0.00	64.44	29.86	System is easy to expand/reconfigure
18.18	12.50	10.81	60.00	0.00	11.17	0.00	24.44	11.37	System costs were less than expected
45.45	6.25	21.62	0.00	6.67	35.92	0.00	0.00	29.38	Programs/data carried over from other systems are compatible, as vendor promised
18.18	6.25	8.11	0.00	6.67	16.99	0.00	6.67	11.85	Terminals/peripherals carried over from other systems are compatible, as vendor promised
9.09	6.25	16.22	60.00	20.00	35.44	0.00	35.56	8.06	System is power/energy efficient
0.00	18.75	32.43	80.00	6.67	41.75	0.00	15.56	20.85	Productivity aids help us keep programming costs down
0.00	0.00	21.62	60.00	33.33	72.82	0.00	11.11	4.74	Data base language is efficient and effective
0.00	6.25	21.62	20.00	0.00	27.67	0.00	13.33	4.27	Delivery and/or installation of equipment was ahead of schedule
0.00	0.00	0.00	20.00	0.00	16.50	0.00	15.56	2.37	Delivery of required software was ahead of schedule
									Significant Problems (%)
9.09	12.50	27.03	0.00	13.33	7.77	0.00	11.11	7.11	Computer proposed by vendor was too small
9.09	6.25	18.92	20.00	0.00	7.77	0.00	11.11	2.84	Installation of equipment was late
45.45	18.75	29.73	0.00	26.67	6.31	0.00	24.44	0.95	Delivery of required software was late
0.00	6.25	16.22	0.00	13.33	8.25	20.00	15.56	12.32	System costs (for hardware, vendor-supplied software, support) exceeded the expected total
54.55	31.25	32.43	0.00	26.67	9.22	0.00	15.56	7.11	Vendor did not provide all the promised software or support
0.00	12.50	13.51	0.00	0.00	0.49	0.00	4.44	3.32	Program/data compatibility not what vendor promised
0.00	0.00	10.81	0.00	20.00	0.49	0.00	4.44	1.90	Terminals/peripherals compatibility not what vendor promised
27.27	18.75	16.22	0.00	26.67	4.85	0.00	11.11	4.27	Vendor enhancements/changes to hardware/software hard to keep up with
18.18	0.00	0.00	0.00	20.00	1.46	0.00	0.00	15.64	Equipment is excessively noisy
18.18	0.00	2.70	0.00	0.00	1.46	0.00	0.00	10.90	Power and/or cooling requirements are excessive
									System Ratings (4.0-1.0)
2.91	3.00	3.32	4.00	3.07	3.65	3.80	3.33	3.12	Ease of operation
3.00	3.44	3.30	4.00	3.53	3.83	4.00	3.80	3.59	Reliability of Mainframe
2.82	2.75	3.14	3.80	3.27	3.53	3.40	3.53	3.31	Reliability of Peripherals
									Maintenance service:
2.82	2.81	3.08	3.60	3.07	3.41	3.00	3.40	3.31	Responsiveness
2.82	2.56	2.89	3.40	3.33	3.44	3.00	3.38	3.25	Effectiveness
									Technical support:
2.10	2.53	2.58	3.25	2.62	3.05	2.75	2.73	2.97	Trouble-shooting
1.70	2.14	2.50	3.50	2.54	2.98	2.50	2.32	2.90	Education
1.70	2.07	2.33	3.75	2.40	2.92	2.67	2.48	2.84	Documentation
									Manufacturer's software:
2.50	3.06	3.03	4.00	3.07	3.58	3.40	2.89	3.20	Operating system
2.70	2.69	3.11	4.00	3.14	3.36	3.40	2.95	3.26	Compilers & Assemblers
2.44	2.70	2.92	3.50	2.67	3.10	3.25	2.79	2.79	Applications Programs
2.82	2.15	3.11	4.00	2.67	3.38	3.20	2.64	2.94	Ease of Programming
2.64	2.58	2.84	4.00	2.00	3.20	1.67	2.39	2.66	Ease of conversion
2.45	2.63	3.14	4.00	2.93	3.53	3.60	2.98	3.11	Overall satisfaction
									Did the system do what you expected it to do? (%)
54.55	73.33	72.22	100.00	93.33	94.66	100.00	86.67	93.30	Yes
9.09	13.33	5.56	0.00	6.67	1.46	0.00	4.44	3.35	No
36.36	13.33	22.22	0.00	0.00	3.88	0.00	8.89	3.36	Haven't decided
									Would you recommend system to another user? (%)
27.27	53.33	72.97	100.00	92.86	95.12	20.00	84.44	65.22	Yes
45.45	40.00	5.41	0.00	7.14	0.98	20.00	4.44	25.60	No
27.27	6.67	21.62	0.00	0.00	3.90	60.00	11.11	9.18	Haven't decided

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Users Rate Their Minis . . .

Manufacturer and Model / Survey Item	IBM System/32	IBM System/34	IBM System/38	Microdata All models	NCR I 8000 & I 9000	Perkin-Elmer All models	Point 4 All models	Prime 300 & 400	Prime 50 Series
No. of User Responses	13	667	231	43	49	24	8	14	58
No. of Systems Represented	17	706	238	61	51	37	9	17	75
Avg. Life of System (Mos.)	49.2	26.8	15.5	38.3	23.4	26.7	15.9	43.8	18.5
Acquisition Method (%)									
Purchase	76.92	46.47	45.45	86.05	55.10	87.50	75.00	64.29	68.42
Rental or Lease from Mfr.	0.00	46.92	38.59	2.33	32.65	8.33	12.50	21.43	21.05
Lease from 3rd Party	23.08	6.62	16.02	11.63	12.24	4.17	12.50	14.29	10.53
Principal Applications (%)									
Accounting/Billing	69.23	87.41	84.85	90.70	81.63	54.17	75.00	57.14	60.34
Banking—check processing/loans/savings	7.69	5.55	3.90	4.65	10.20	0.00	0.00	0.00	1.72
Construction/Architecture	0.00	3.00	3.46	2.33	6.12	0.00	0.00	7.14	6.90
Education—scheduling/administration	7.69	4.20	3.03	4.65	4.08	4.17	0.00	14.29	20.69
Engineering/Scientific	7.69	4.65	3.90	4.65	0.00	8.33	0.00	21.43	32.76
Health care/Medical	15.38	3.60	6.49	9.30	8.16	4.17	25.00	14.29	1.72
Insurance	0.00	3.60	6.06	6.98	4.08	8.33	12.50	0.00	1.72
Manufacturing	15.38	36.13	42.42	27.91	16.33	0.00	0.00	7.14	13.79
Mathematics/Statistics	7.69	5.25	4.33	4.65	0.00	4.17	0.00	28.57	25.86
Order Processing/Inventory Control	38.46	63.42	64.07	74.42	42.86	45.83	50.00	50.00	22.41
Payroll/Personnel	61.54	67.17	67.53	46.51	69.39	41.67	62.50	35.71	41.38
Petroleum/Fuel analysis	0.00	2.25	2.60	0.00	0.00	0.00	0.00	0.00	0.00
Process control	0.00	5.55	4.76	4.65	0.00	0.00	0.00	0.00	3.45
Purchasing	15.38	31.48	39.83	46.51	18.37	29.17	37.50	14.29	17.24
Sales Distribution	15.38	46.18	49.78	53.49	26.53	12.50	37.50	21.43	15.52
Other	0.00	17.24	20.78	16.28	22.45	37.50	62.50	14.29	31.03
Source of Applications Programs (%)									
In-house personnel	100.00	86.96	96.54	79.07	73.47	83.33	75.00	92.86	91.38
"Packaged" programs from manufacturer	30.77	49.33	39.83	30.23	57.14	25.00	62.50	28.57	29.31
Contract Programming	23.08	36.13	32.03	44.19	40.82	54.17	50.00	14.29	34.48
Manufacturer's Personnel	0.00	2.10	1.30	2.33	8.16	0.00	0.00	0.00	0.00
Proprietary Software Packages	15.38	26.39	19.05	39.53	20.41	37.50	12.50	42.86	53.45
Location of Computer (%)									
Distributed Processing Site	0.00	7.38	2.60	9.30	8.16	20.83	12.50	7.14	3.45
Central Processing Installation	100.00	92.62	97.40	90.70	91.84	79.17	87.50	92.86	96.55
Using Local Workstations/Terminals (%)	46.15	100.00	96.97	88.37	97.96	83.33	62.50	100.00	100.00
Using Remote Workstations/Terminals (%)	7.69	43.63	50.00	64.29	47.92	75.00	50.00	71.43	80.70
Using Data Base Management System (%)	0.00	8.10	82.68	93.02	12.24	62.50	25.00	50.00	50.00
None	100.00	91.90	17.32	6.98	87.76	37.50	75.00	50.00	50.00
Manufacturer's Package	0.00	57.69	95.72	90.00	16.67	53.33	0.00	66.67	55.17
Outside Vendor's Package	0.00	11.54	1.60	5.00	0.00	33.33	100.00	33.33	34.48
Home-Grown System	0.00	30.77	2.67	5.00	83.33	13.33	0.00	0.00	10.34
Using Communications Monitor (%)	0.00	19.76	23.38	9.30	2.13	50.00	12.50	14.29	33.33
None	100.00	80.24	71.62	90.70	97.87	50.00	87.50	85.71	66.67
Manufacturer's Package	0.00	87.40	96.92	25.00	100.00	58.33	100.00	50.00	76.47
Outside Vendor's Package	0.00	7.09	1.54	50.00	0.00	41.67	0.00	50.00	17.65
Home-Grown System	0.00	5.51	1.54	25.00	0.00	0.00	0.00	0.00	5.88
Using Integrated Word Processing Functions (%)	7.69	24.43	7.83	37.21	16.67	20.83	12.50	42.86	46.55
Planned Acquisitions/Implementations for 1982 (%)									
Additional Software from the Manufacturer	15.38	20.54	22.08	9.30	26.53	29.17	37.50	21.43	27.59
Proprietary Software from other suppliers	0.00	32.38	26.84	34.88	30.61	37.50	0.00	35.71	53.45
Expansions to Data Communications facilities	0.00	27.44	38.53	16.28	22.45	62.50	37.50	50.00	46.55
Distributed Processing capabilities	0.00	10.34	16.46	9.30	4.08	29.17	0.00	7.14	8.62
Expansions to present hardware	0.00	40.03	46.75	48.84	36.73	70.83	87.50	50.00	67.24
Another Computer System, same model	7.69	3.30	3.90	18.60	12.24	8.33	12.50	7.14	15.52
Business graphics	0.00	4.20	5.19	11.63	2.04	4.17	0.00	21.43	24.14
Plans for system replacement in 1982 (%)									
Yes, same manufacturer	7.69	11.54	3.46	18.60	10.20	0.00	12.50	7.14	5.17
Yes, vendor unknown	0.00	1.20	0.43	4.65	2.04	0.00	0.00	0.00	0.00
Yes, different vendor	0.00	1.20	1.30	4.65	10.20	16.67	0.00	0.00	0.00
No	84.62	85.46	94.81	72.09	77.55	83.33	87.50	92.86	94.83

IBM System/32	IBM System/34	IBM System/38	Microdata All models	NCR I 8000 & I 9000	Perkin-Elmer All models	Point 4 All models	Prime 300 & 400	Prime 50 Series	Manufacturer and Model / Survey Item
									Significant Advantages (%)
53.85	64.62	54.55	48.84	73.47	62.50	87.50	78.57	65.52	Users are happy with response time
38.46	77.96	73.59	69.77	65.31	37.50	87.50	78.57	87.93	System is easy to expand/reconfigure
30.77	12.89	14.72	16.28	18.37	12.50	12.50	7.14	15.52	System costs were less than expected
15.38	36.58	43.72	20.93	42.86	20.83	25.00	28.57	25.86	Programs/data carried over from other systems are compatible, as vendor promised
7.69	6.30	22.51	20.93	24.49	20.83	37.50	35.71	32.76	Terminals/peripherals carried over from other systems are compatible, as vendor promised
23.08	23.69	26.41	16.28	12.24	20.83	37.50	28.57	22.41	System is power/energy efficient
23.08	53.82	83.55	58.14	26.53	29.17	0.00	7.14	37.93	Productivity aids help us keep programming costs down
0.00	3.45	68.40	90.70	6.12	16.67	25.00	14.29	13.79	Data base language is efficient and effective
7.69	17.39	25.97	6.98	20.41	4.17	25.00	14.29	31.03	Delivery and/or installation of equipment was ahead of schedule
15.38	9.15	13.85	6.98	8.16	0.00	25.00	7.14	1.72	Delivery of required software was ahead of schedule
									Significant Problems (%)
7.69	7.95	6.06	20.93	14.29	20.83	0.00	7.14	12.07	Computer proposed by vendor was too small
0.00	3.30	9.09	11.63	18.37	20.83	0.00	7.14	3.45	Installation of equipment was late
0.00	4.05	2.60	13.95	14.29	8.33	0.00	7.14	8.62	Delivery of required software was late
7.69	7.65	6.49	16.28	12.24	4.17	0.00	7.14	6.90	System costs (for hardware, vendor-supplied software, support) exceeded the expected total
7.69	6.45	7.36	18.60	20.41	25.00	12.50	7.14	29.31	Vendor did not provide all the promised software or support
0.00	1.95	7.36	4.65	6.12	8.33	25.00	7.14	5.17	Program/data compatibility not what vendor promised
0.00	1.65	0.87	2.33	2.04	4.17	0.00	0.00	1.72	Terminals/peripherals compatibility not what vendor promised
7.69	5.85	7.79	13.95	10.20	58.33	0.00	7.14	13.79	Vendor enhancements/changes to hardware/software hard to keep up with
0.00	1.50	2.16	9.30	6.12	4.17	0.00	7.14	8.62	Equipment is excessively noisy
7.69	0.90	2.16	4.65	4.08	4.17	0.00	0.00	0.00	Power and/or cooling requirements are excessive
									System Ratings (4.0-1.0)
3.31	3.61	3.34	3.79	3.40	2.63	3.75	3.71	3.55	Ease of operation
3.77	3.80	3.76	3.37	3.37	3.29	3.75	3.64	3.50	Reliability of Mainframe
3.11	3.69	3.54	2.95	3.20	2.67	3.25	3.00	3.00	Reliability of Peripherals
									Maintenance service:
3.23	3.48	3.55	3.21	3.16	2.67	3.63	2.93	2.97	Responsiveness
3.38	3.49	3.50	2.98	3.13	2.50	3.63	2.79	2.73	Effectiveness
									Technical support:
3.00	3.01	3.01	2.70	2.69	2.27	3.00	2.36	2.57	Trouble-shooting
2.92	3.04	2.92	2.62	2.69	2.18	2.71	2.79	2.52	Education
2.83	3.00	3.00	2.37	2.45	2.27	2.38	2.50	2.50	Documentation
									Manufacturer's software:
3.17	3.41	3.40	3.63	3.02	2.37	3.38	3.50	3.41	Operating system
3.46	3.42	3.40	3.43	2.96	2.65	3.14	3.14	3.07	Compilers & Assemblers
3.11	2.89	2.95	2.94	2.64	2.11	3.00	3.00	2.70	Applications Programs
3.38	3.36	3.61	3.72	3.06	2.52	3.25	3.36	3.28	Ease of Programming
3.09	3.05	2.66	3.24	2.87	2.27	2.63	3.29	3.02	Ease of conversion
3.54	3.42	3.36	3.37	3.16	2.61	3.63	3.50	3.31	Overall satisfaction
									Did the system do what you expected it to do? (%)
100.00	95.05	85.22	88.37	87.76	91.30	100.00	100.00	91.38	Yes
0.00	1.95	2.17	6.98	6.12	8.70	0.00	0.00	3.45	No
0.00	3.00	12.61	4.65	6.12	0.00	0.00	0.00	5.17	Haven't decided
									Would you recommend system to another user? (%)
84.62	96.08	88.65	83.72	83.67	70.83	100.00	100.00	91.38	Yes
7.69	1.20	3.49	11.63	10.20	20.83	0.00	0.00	1.72	No
7.69	2.71	7.86	4.65	6.12	8.33	0.00	0.00	6.90	Haven't decided

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Survey Item / Manufacturer and Model	Prime I 1000	Qantel All models	Tandem All models	Texas Instruments 990	Univac BC 7	Wang VS	Mirnis Other models
No. of User Responses	12	6	25	32	6	87	72
No. of Systems Represented	13	6	57	39	6	107	104
Avg. Life of System (Mos.)	17.9	38.8	17.3	20.7	26.8	21.0	36.3
Acquisition Method (%)							
Purchase	75.00	83.33	92.00	81.25	50.00	72.94	73.61
Rental or Lease from Mfr.	0.00	0.00	0.00	6.25	16.67	15.29	12.50
Lease from 3rd Party	25.00	16.67	8.00	12.50	33.33	11.76	13.89
Principal Applications (%)							
Accounting/Billing	91.67	83.33	40.00	84.38	83.33	72.41	68.06
Banking—check processing/loans/savings	0.00	0.00	20.00	3.13	0.00	8.05	5.56
Construction/Architecture	0.00	0.00	0.00	9.38	33.33	2.30	2.78
Education—scheduling/administration	8.33	0.00	0.00	9.38	0.00	6.90	6.94
Engineering/Scientific	0.00	0.00	4.00	3.13	16.67	5.75	15.28
Health care/Medical	8.33	16.67	8.00	3.13	0.00	6.90	6.94
Insurance	8.33	16.67	0.00	3.13	0.00	13.79	5.56
Manufacturing	25.00	16.67	8.00	21.88	33.33	14.94	8.33
Mathematics/Statistics	0.00	16.67	8.00	6.25	16.67	5.75	11.11
Order Processing/Inventory Control	66.67	66.67	28.00	40.63	33.33	35.63	50.00
Payroll/Personnel	41.67	50.00	12.00	68.75	50.00	41.38	50.00
Petroleum/Fuel analysis	0.00	0.00	0.00	9.38	0.00	3.45	4.17
Process control	0.00	0.00	16.00	0.00	0.00	2.30	4.17
Purchasing	50.00	50.00	8.00	15.63	0.00	19.54	20.83
Sales Distribution	91.67	16.67	12.00	25.00	16.67	31.03	33.33
Other	25.00	16.67	52.00	25.00	33.33	33.33	25.00
Source of Applications Programs (%)							
In-house personnel	50.00	50.00	88.00	78.13	50.00	77.01	63.89
"Packaged" programs from manufacturer	33.33	50.00	20.00	9.38	83.33	35.63	31.94
Contract Programming	58.33	83.33	24.00	21.88	50.00	41.38	30.56
Manufacturer's Personnel	8.33	0.00	4.00	0.00	0.00	2.30	5.56
Proprietary Software Packages	41.67	33.33	28.00	50.00	33.33	32.18	31.94
Location of Computer (%)							
Distributed Processing Site	8.33	50.00	8.33	21.88	0.00	15.12	15.28
Central Processing Installation	91.67	50.00	91.67	78.13	100.00	84.88	84.72
Using Local Workstations/Terminals (%)	100.00	100.00	100.00	100.00	100.00	100.00	87.14
Using Remote Workstations/Terminals (%)	75.00	100.00	80.00	41.94	0.00	40.70	43.48
Using Data Base Management System (%)	100.00	50.00	60.00	25.81	16.67	13.79	31.94
None	0.00	50.00	40.00	74.19	83.33	86.21	68.06
Manufacturer's Package	75.00	100.00	86.67	75.00	100.00	50.00	34.78
Outside Vendor's Package	16.67	0.00	6.67	0.00	0.00	25.00	43.48
Home-Grown System	8.33	0.00	6.67	25.00	0.00	25.00	21.74
Using Communications Monitor (%)	16.67	16.67	68.00	18.75	0.00	22.99	25.00
None	83.33	83.33	32.00	81.25	100.00	77.01	75.00
Manufacturer's Package	100.00	0.00	82.35	83.33	0.00	89.47	38.89
Outside Vendor's Package	0.00	0.00	11.76	16.67	0.00	5.26	50.00
Home-Grown System	0.00	100.00	5.80	0.00	0.00	5.26	11.11
Using Integrated Word Processing Functions (%)	41.67	66.67	24.00	32.26	0.00	65.52	23.61
Planned Acquisitions/Implementations for 1982 (%)							
Additional Software from the Manufacturer	33.33	50.00	36.00	18.75	33.33	25.29	20.83
Proprietary Software from other suppliers	33.33	16.67	36.00	37.50	16.67	40.23	26.39
Expansions to Data Communications facilities	58.33	33.33	52.00	31.25	16.67	43.68	12.50
Distributed Processing capabilities	0.00	16.67	12.00	21.88	33.33	18.39	9.72
Expansions to present hardware	58.33	83.33	72.00	65.63	66.67	62.07	29.17
Another Computer System, same model	8.33	16.67	28.00	0.00	16.67	8.05	9.72
Business graphics	16.67	0.00	12.00	3.13	16.67	13.79	6.94
Plans for system replacement in 1982 (%)							
Yes, same manufacturer	25.00	0.00	8.00	0.00	16.67	13.79	6.94
Yes, vendor unknown	0.00	0.00	0.00	3.13	16.67	4.60	2.78
Yes, different vendor	0.00	0.00	4.00	0.00	16.67	1.15	6.94
No	75.00	100.00	88.00	96.88	50.00	79.31	81.94

Manufacturer and Model / Survey Item	Prime I 1000	Qantel All models	Tandem All models	Texas Instruments 990	Univac BC 7	Wang VS	Mirnis Other models
Significant Advantages (%)							
Users are happy with response time	66.67	66.67	48.00	56.25	33.33	70.11	52.78
System is easy to expand/reconfigure	91.67	50.00	84.00	84.38	66.67	78.16	44.44
System costs were less than expected	16.67	16.67	4.00	34.38	0.00	14.94	16.67
Programs/data carried over from other systems are compatible, as vendor promised	25.00	33.33	8.00	25.00	0.00	36.78	27.78
Terminals/peripherals carried over from other systems are compatible, as vendor promised	25.00	16.67	24.00	9.38	0.00	10.34	25.00
System is power/energy efficient	25.00	0.00	20.00	18.75	0.00	21.84	20.83
Productivity aids help us keep programming costs down	66.67	16.67	56.00	34.38	33.33	74.71	20.83
Data base language is efficient and effective	91.67	50.00	48.00	6.25	16.67	8.05	13.89
Delivery and/or installation of equipment was ahead of schedule	50.00	16.67	52.00	18.75	0.00	17.24	16.67
Delivery of required software was ahead of schedule	25.00	16.67	32.00	9.38	0.00	3.45	12.50
Significant Problems (%)							
Computer proposed by vendor was too small	16.67	0.00	16.00	15.63	16.67	11.49	11.11
Installation of equipment was late	0.00	0.00	0.00	6.25	0.00	12.64	11.11
Delivery of required software was late	25.00	16.67	4.00	9.38	33.33	11.49	12.50
System costs (for hardware, vendor-supplied software, support) exceeded the expected total	8.33	16.67	8.00	12.50	0.00	6.90	6.94
Vendor did not provide all the promised software or support	16.67	0.00	8.00	18.75	33.33	20.69	20.83
Program/data compatibility not what vendor promised	0.00	0.00	0.00	0.00	0.00	3.45	4.17
Terminals/peripherals compatibility not what vendor promised	0.00	16.67	4.00	0.00	0.00	3.45	0.00
Vendor enhancements/changes to hardware/software hard to keep up with	8.33	0.00	0.00	12.50	0.00	4.60	4.17
Equipment is excessively noisy	0.00	0.00	0.00	9.38	0.00	6.90	13.89
Power and/or cooling requirements are excessive	0.00	0.00	0.00	9.38	16.67	5.75	11.11
System Ratings (4.0-1.0)							
Ease of operation	3.67	3.50	3.32	3.59	3.83	3.76	3.24
Reliability of Mainframe	3.83	3.83	3.80	3.73	4.00	3.60	3.32
Reliability of Peripherals	3.27	3.17	3.08	3.38	3.00	3.05	3.18
Maintenance service:							
Responsiveness	3.50	3.33	3.25	3.00	3.17	3.00	3.20
Effectiveness	3.00	3.17	3.26	3.13	3.00	2.89	3.04
Technical support:							
Trouble-shooting	2.27	3.17	3.00	2.84	2.50	2.66	2.76
Education	2.67	2.50	3.13	2.53	1.83	2.36	2.43
Documentation	2.55	2.50	3.04	2.55	2.00	2.25	2.54
Manufacturer's software:							
Operating system	3.36	3.60	3.50	3.42	3.67	3.39	3.04
Compilers & Assemblers	3.60	3.33	3.21	3.32	3.60	3.44	2.83
Applications Programs	2.83	3.33	2.50	3.11	2.67	3.13	2.63
Ease of Programming	3.80	3.17	3.32	3.39	3.50	3.67	3.03
Ease of conversion	3.20	3.00	3.08	2.96	3.00	3.31	2.76
Overall satisfaction	3.45	3.17	3.42	3.29	2.67	3.36	2.97
Did the system do what you expected it to do? (%)							
Yes	75.00	100.00	84.00	84.38	100.00	90.80	87.14
No	16.67	0.00	4.00	6.25	0.00	1.15	7.14
Haven't decided	8.33	0.00	12.00	9.38	0.00	8.05	5.71
Would you recommend system to another user? (%)							
Yes	100.00	83.33	86.96	84.38	66.67	86.21	69.44
No	0.00	16.67	0.00	6.25	16.67	2.30	19.44
Haven't decided	0.00	0.00	13.04	9.38	16.67	11.49	11.11

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. . . And Their Manufacturers

EDITORIAL

Greatest Show on Earth?

If the strength of the computer industry was visible anywhere last week, it was on the floor of the Astrohall in Houston at NCC '82.

The 31st annual gathering of the computer industry was undeniably large, breaking exhibit and attendance records. Despite dismal economic conditions and temperatures that soared into the mid-90s, 684 exhibitors and an early unofficial estimate of 100,000 attendees packed the 320,000 square feet of the Astrohall and Astroarena.

As with the most recent shows, there was a serious tone about this conference, mixed with local color. Blue pinstripe suits were in fashion, but given the locale, so were blue overalls and straw Stetsons.

Despite the records apparently set last week, the show was not without its weaknesses. At least three major hardware and software vendors decided not to participate this year, apparently questioning the value of a booth at the show.

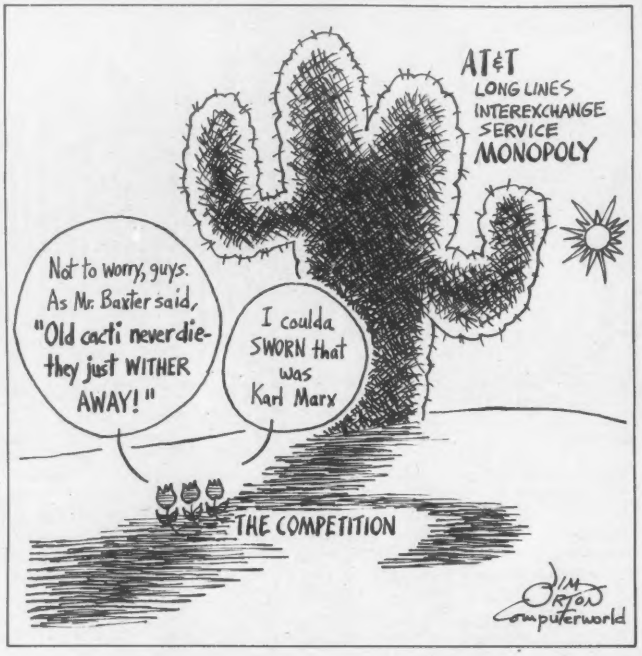
Exhibitors located in the rotunda of the Astrohall, the prime location, were pleased with their positions and with the amount and quality of floor traffic plus the extended length of time that traffic was staying in their booths.

But many attendees were confused by what appeared to be a cramped and crazy atmosphere resembling a New York disco. Those exhibitors who wound up at the end of the arms extending out from the central core of the Astrohall were understandably disappointed with their locations. And floor traffic in the adjacent Astroarena was even lighter. More than one attendee reported feeling like a mouse in a maze.

Unlike previous shows, there were few major product introductions for the mainframe environment. Most of these had been made in the two to three months before the show. But personal computers were pervasive, reflecting the exploding interest in these machines.

NCC '82 was originally scheduled for New York, but limited exhibit space in the New York Coliseum would have meant a repeat of NCC '79, where exhibits were spread out across town and attendees traipsed from hotel to hotel.

The sheer size of NCC and the feeling that it is all things to all people must again be questioned. One is forced to ask if in fact this is the greatest show on Earth — or just the largest.



DATA PAST

Five Years Ago
June 27, 1977

WASHINGTON, D.C. — The Carter administration retreated from its endorsement of the controversial message-switching system proposed by the Federal Bureau of Investigation because of a barrage of criticism. Members of Congress called the system the start of "a national police state."

— — —

NEW YORK — As a result of his testimony against IBM, a witness at the U.S. vs. IBM antitrust trial indicated his company — Control Data Corp. — would probably lose customers and had already felt repercussions.

"We'll be wearing a black hat after my testimony," Gordon Brown, senior vice-president of marketing and planning, said of CDC.

Ten Years Ago
July 5, 1972

HARRISBURG, Pa. — Hundreds of computer systems were buried under tons of water and mud last week as floods spawned by tropical storm Agnes inundated the Middle Atlantic section of the country.

Even computers that escaped the worst flooding in this century felt the effects of the storm as brownouts, blackouts and power surges swept up and down the East Coast.

— — —

SACRAMENTO, Calif. — A bill that exempted from taxation all software except that sold with a computer was signed into law by Gov. Ronald Reagan. The exemption was for two years and was intended to give the state time to arrive at a sound basis for assessing all software.

LETTERS

Profiles Unfair

I have been reading *Computerworld* for quite some time now, and the more I read, the more upset I become. It seems every issue has at least one article that refers to the psychological profile of a programmer. What upsets me is that I find the "profile" is more the exception than the rule in applications programming and often in systems programming.

I am an applications programmer and I am *not* antisocial. The vast majority of programmers I've worked with are friendly people who enjoy each other's company. They get along very well with their colleagues and with their users.

I enjoy the stimulation of a challenging project to work on, but this is not to the exclusion of all else, as the "profiles" suggest. By printing this information repeatedly as CW does, you are reinforcing the image of programmers as unpleasant people. This is untrue and unfair.

Brenda J.S. McGill
Irvine, Calif.

Strength of DES

Under the head "The Flap Over DES" [In Depth, CW, May 3], it was stated that at the insistence of the National Security Agency (NSA), the Data Encryption Standard (DES) "key length of 128 bits had been reduced to 64 bits — apparently reducing its strength by 50%."

In fact, reducing the key length by 64 bits reduces the number of possible keys by 2 to the 64th power. This decreases the difficulty of finding a key by exhaustive search by a factor of 18,446,744,073,909,551,616. Actually, since one bit in eight is used as a parity check on the DES key, the difficulty is only reduced by a factor of 2 to the 54th power or about 72 quadrillion.

In other words, the NSA change reduced the strength of DES by 99.99999999999999%. This figure should make it clear why the key length was reduced. It is possible to argue either way whether NSA can build a machine to crack a 64-bit DES. It is obviously impossible to crack a 128-bit DES unless trapdoors have been inserted into the standard.

Joaquin Miller
Lovelace Computing
Berkeley, Calif.

No Utopias

Gopal Kapur, a management consultant, recently commented about the inadequacies of the typical data processing manager ["Exec Claims DP Managers Failing to Keep Pace," CW, May 17]. He described data processing managers as incompetent, functionally illiterate, ignorant of business and interpersonal skills and poor planners who lack good communication skills.

It's obvious that Kapur is an intelligent individual, having been a college professor, but like the students entering the business community, he needs some real-life experience.

Theory is not always practical and cost-effectiveness is the key in all business situations. The DP manager is restricted by a budget the same as everyone else.

When you are responsible for production, meeting schedules and servicing the needs of the user and upper-management community, you become conditioned into believing that "If it works, leave it alone."

I don't feel this is the fault of DP management. They "fight fires" because it is the nature of the business. Granted, there is room for improvement, but there are also such things as priorities, which usually restrict the creation of a utopia.

Mike Bingle
Springfield, N.J.

READER COMMENTARY/Douglas R. Bybee‡

Ten Basic Pitfalls of DP Management

I read "No One Likes You, Speaker Tells DP Managers" [CW, May 3] with more than usual interest because I recently was privileged to an experience that reinforced Don Atkinson's postulate.

While gathering material for a textbook I am coauthoring on survival management, I took a look at three medium-size installations (with 50 to 75 employees each) and interviewed six non-DP executives to discuss their feelings about their organizations' DP departments.

I started my investigation with the conviction that if any wrongs were discovered, they would be attributable to executive misunderstanding of the DP environment. However, after the investigations and supplemented by a few days' reflections of my 20 years in the DP business, I was just as adamantly convinced that one glowing reason DP managers are so unpopular is that they are poor managers.

The interview sessions at each site were attended by the executive for whom the investigation was performed and a non-DP manager the executive considered efficient. All six attendees had years of experience as users; two were chief executive officers and two owned their own personal computers. In total, they had worked with 23 DP managers throughout their business lives and were as DP-knowledgeable as any users I have yet encountered.

I opened each discussion with the question: "As a user, have you ever been associated with a DP project you considered successful and professionally accomplished?" None had.

'DP managers should ask the question: "What do I automate and in what priority?" Believe it or not, the continuing answer to that question is usually 90% of their job. They may want their job to concern "How do I best automate?" But "how" is the jurisdiction of their subordinates.'

My second question was simply, "What do DP managers do wrong, why are they disliked and how can they improve?"

The following list of 10 indiscretions is a consolidation of their responses. The only significant change I made was to correct a few acronyms. I am the first to admit the sample is hardly significant.

Uncontrollable Factors

First, the panel decided that there are a number of uncontrollable reasons DPers are disliked:

1. Supply and demand dictate that DPers are overpaid.

2. The business of automation traditionally has forced objectivity and definition. A DP manager may demand that the marketing vice-president give him the maximum field length for SALES-DOLLARS-PER-DISTRICT or that the personnel manager detail the exact reasons for employee turnover. However, they may not know the answers.

3. No matter how much we wish otherwise, most automation projects are born of immediate need. When accounting decides to change inventory methodology, they want to hear "end of fiscal year," not "18 man-years." People don't like people who will not help them when they need help.

4. DP is a business with nonstandard terminology and even nonstandard standards. People don't like indecisiveness.

There are, however, controllable factors that DP managers too often mismanage.

1. DP managers hide in technology. The business of DP management is the business of directing, no different from directing any other activity. Management involves soliciting resources, general planning, personnel management and budgeting. It is the business of deciding to change from Isam to Vsam. It is *not* the business of evaluating the technical ramifications of the change or actually making the change.

Those of us hiring DP managers must share part of the blame for forcing a technician into unfamiliar surroundings. For some reason, DP managers (unlike other managers) have a native fear of their subordinates being more technologically proficient than they are and are reluctant to make the transition from technician to manager of technicians.

2. DP managers seldom know what is expected of their position. They need to find their "station" in the organization and work within it; an honest conversation with the organization's power brokers will usually identify their function. They might be quite surprised to learn their job is getting the paychecks out on time and has nothing at all to do with evaluating software available for book and tax asset depreciation. Conversely, they may just find out their job requires chairing a committee to standardize data elements for biochemistry research rather than producing an abbreviated student transcript.

When in doubt, DP managers should ask the question: "What do I automate and in what priority?" Believe it or not, the continuing answer to that question is usually 90% of their job. They may want their job to concern "How do I best automate?" But "how" is the jurisdiction of their subordinates.

3.DP managers often cannot manage the human component.

Every DP manager needs to address two very human problems:

a. They need to find the power brokers of their organization and use them; politics, if you will.

b. They need to hire and retain competent people.

If they don't do both, they cannot produce. If they cannot produce, it's back to being hated and eventually out of work.

DP managers seem never to come to

(Continued on Page 68)

HUMAN CONNECTION/Jack Stone‡

Manager Aims to Set Own 'House' in Order

"Respect," according to Webster's *New World Dictionary*, is "a feeling of high regard, honor or esteem." It is also the ingredient missing in the attitudes of most users toward data centers and their leadership.

Users are unhappy for a number of reasons, many of which have been noted in this column over the years and elsewhere in the trade press. Briefly reviewed, users point to long-festering management problems in the center, particularly those related to interpersonal communications, overcommitments, limited knowledge of business operations and political naivete. It is no wonder that users seldom wax enthusiastic about their computer support.

Stephen Roberts, assistant director for administration systems at Catholic University of America (Washington, D.C.), was aware of deeply ingrained user dissatisfaction when he began to address operating problems within his systems and programming group. He was very sympathetic to users who privately confessed to him: "How can I avoid being scared when I'm working with computer people? They are supposed to be the experts in management systems, but I can't tell if they really have my best interests at heart.

This is Part 7 of a continuing series on how to succeed as a data center manager.

"For instance, my entire operation is keyed to an analyst whom I can't seem to find when I need him. When he does show up, he talks in technical gobbledygook with only vague references to what is happening in my segment of the business. I don't mind him setting task priorities because he supposedly knows what he is doing, but I deeply resent it when he resets priorities without my knowledge."

Early on, Roberts set goals for his group that enable him to control his own operation. He believes that only after he demonstrates his management capabilities will his group command the respect and confidence of his users. On this basis, he hoped that user relationships would not further deteriorate after he deferred the bulk of the active tasks to relieve staff burden. He viewed this first step as absolutely fundamental to proper management: The staff must come to work during normal business hours to be available to help — and communicate with — the users.

Scheduling Snag

But it didn't work as he expected. It turned out that the vast majority of the center's active tasks dealt with production-type problems that required staff attention in the off-hours when the production job streams were running. These problems gave the staff ongoing excuses for working the "crazy" hours in spite of the reduced work loads.

Not to be outdone, Roberts, in a radical departure from decades-old center traditions, then announced that even production problems would henceforth be subjected to task prioritization and that he — not the staff — was assuming responsibility for setting those priorities. The staff was aghast.

He emphasized that priorities were essential because there was a limit on personnel resources and the staff could hardly handle a limitless number of top-priority tasks. Further, he noted, setting priorities would encourage serious analysis of how worthwhile production support tasks were. For example, many production problems were so picayune that the costs of their resolution far exceeded the benefits, and they should have been dropped from the task rosters.

Roberts believed that one of his major functions was to take a compassionate view toward and have a sensitivity for corporatewide system needs and to develop a global list of task priorities that would benefit the university as a whole. He expected that users and programmers alike should have a similar awareness but, because they shouldn't be expected to have the scope of knowledge or the long-range outlook, their primary roles should be those of advocates for their own systems.

He was also determined to increase users' involvement in systems development and operation, partly to expand their systems knowledge and expertise, partly to quiet their carping on data center performance and, perhaps most important, to begin to build an aura of DP respectability. As a first step in this direction, he offered users the opportunity to set priorities of DP tasks within their own systems areas. The results were startling. *(To be continued next week.)*

Letters to Stone should be addressed to him at Box 270, 1377 K St. N.W., Washington, D.C. 20005.

Ten Common Pitfalls of DP Management

(Continued from Page 67)

managerial grips with the problem of turnover. They develop key-person-dependent systems and blame external forces when the person leaves.

DP managers are without qualification at their worst managing "continuity." I asked each of the six people what they would do. Here are a few of their suggestions:

- Use generalized software and justify cost via turnover.
- Hire discriminatively. Look for longevity in the area, kids in school and so on.
- Intimidate. Let it be known at hiring or promoting or training time that you expect the individual to stay for some minimum length of time. If he doesn't, give a poor recommendation.
- If at all possible, never isolate a function to an individual; let no one person be your CICS or IDMS expert, even if it cuts into immediate productivity.

All organizations engage in internal politics and being a good politician may very well be the manager's most important function.

4. DP managers do not recognize time as a resource. All DP projects need to resolve the time problem up front and managers should demand to know the exact evaluation weight of the time factor. It may be much more important than $10,000 to $20,000 in extra expense, an extra tape drive or even software capabilities.

5. DP managers waste the resources of their organizations, their own time and their employees' time. Most organizations have legal departments, personnel departments, purchasing departments, research staffs and engineering staffs. DP managers seem to believe only they can perform personnel searches, follow up bids or analyze maintenance contracts.

6. DP managers are intimidated by vendors. Situations where a vendor does not deliver on time or does not honor the letter of a maintenance contract are not accepted in any other business. When the DP manager explains interrupted production by the inability of a vendor's new operating system to perform, upper management can draw one of three conclusions:

a. The DP manager is lying; he messed up the installation.

b. The DP manager did not plan (test) the new version.

c. The DP manager selected a poor vendor in the first place.

Although the long-run solution is litigation, it is a sad reflection on the entire DP industry that vendor incompetence is allowed to exist. DP managers can be spending $500,000 to $1 million a year with a vendor and for some peculiar reason think they have to accept a standard contract. Horsefeathers!

DP managers also die politically by letting vendors talk (sell) to non-DP managers in their organizations. If a vendor ever goes around a DP manager, the manager needs to come down on said vendor with both feet.

7. DP managers use a "we-they" management philosophy. DPers have to learn that they are working for company ABC, and not IBM, Burroughs or Honeywell. For example, they seem to believe company ABC has an "obligation" to train them for advancement; nothing could be further from the truth. Their company has a "need" to train them to do a specific job. DP managers need to set objectives and rewards in the terminology of company ABC.

8. DP managers organize poorly. They continually violate their own organizational structures. If the manager employs a lead analyst on a project, it is not the manager's responsibility to be actively involved with detail design. He should let the analyst grow.

9. DP managers cannot communicate. Many are lacking in basic written and verbal business communication skills. In addition, they seem to be afflicted by a desire to explain everything in the finest detail. They need to learn detail is inversely related to organizational level.

10. DP managers describe projects with terms like "leading-edge technology" or "state-of-the-art." Instead, they should be using phrases like "reduces distribution costs by 8%" or "allows sales forecasting with a four-year activity history at a design cost of . . ."

Final question: "Is there any hope?"

There are very few jobs around consistently as difficult as the DP manager's. One may find that company A's sales manager is under intense pressure or company B's architect, or company C's quality control supervisor. But the DP manager, particularly since information drives all aspects of the business, is almost always subject to both production and design pressure.

A DP manager's job is business-unique. It involves managing two enterprises that are often at cross purposes. On one hand, he is responsible for the mundane world of production. In this arena, he is often viewed as little more than an assembly line manager. On the other, he is expected to advise on design and promulgate and implement innovative information availability techniques. In this arena, he is often viewed as a technical guru. It's an unusual person who can handle both arenas.

If there is hope, the attendees thought it was in the growing up of the DP business. User-friendly software, compatibility of information components and distribution of small and isolated needs via personal computers outside the jurisdiction of the DP manager should all relieve the manager. And, most important, these factors should help the managers identify their jobs by reducing their alternatives.

Bybee is a partner with Downstate Media, Inc. in Springfield, Ill.

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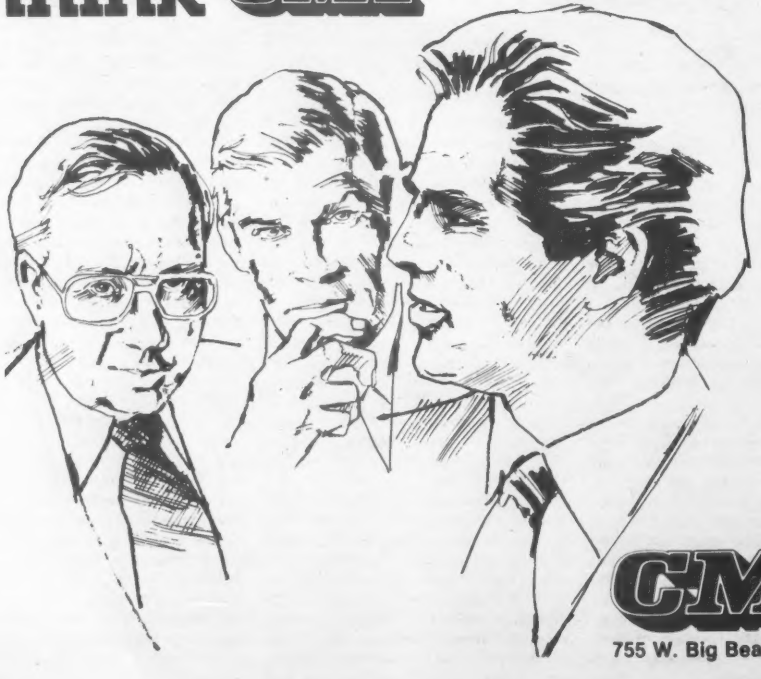

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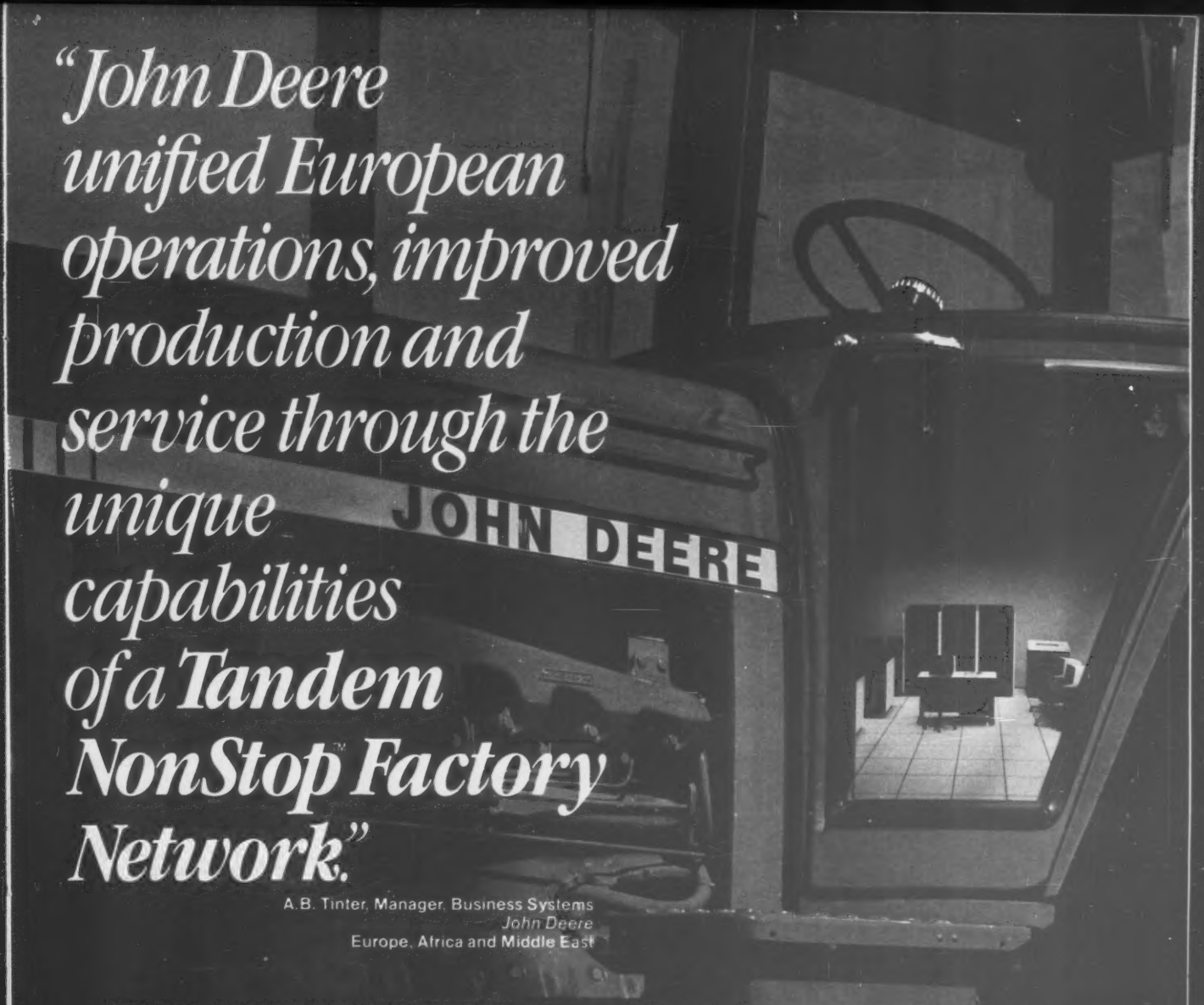

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Modeling of Applications

Prototyping May Alleviate DP Crunch

By Brad Whitlock
Special to CW

Aside from turning every man, woman and child into a programmer, what can be done to solve the applications development backlog?

A relatively new method for alleviating the backlog problem is prototyping, or modeling of computer applications. This is an application design method involving the quick implementation of a "skeletal" model of an application which features interaction and communication with the users of that application. Refinements are made as user feedback is obtained, and the application evolves over time.

Both programmers and end users can benefit from this approach. For the programmer, a prototyped model can be a vehicle for explaining the application to the end user and receiving feedback on its accuracy and suitability. For an end user implementing his own application, prototyping can provide an enhanced means to developing an application. In this sense, it involves a cycling process whereby the application is implemented in pieces and is altered as it is used.

The problem is that implementing an application developed by a prototyping process may mean implementation never ends.

Powerful, flexible tools, such as data base management systems (DBMS) are needed to do prototyping. However, the appropriate DBMS packages are the so-called user-friendly systems, which are designed to make it easy for the user/developer to:

- Build a data base description.
- Change the data base structure.
- Load sample data.
- Get sample reports.

Moreover, the truly useful prototyping tools also ensure that the speed of implementation and increased user/developer feedback are enhanced.

The data base management systems that have a user-oriented, nonprocedural language in addition to offering relational capabilities seem to be best suited for this environment. These nonprocedural languages are intended to enable a programmer to code an operation requiring many statements in a traditional language such as Cobol or Fortran with just a few statements, or, often, just one keyword.

The nonprocedural language feature is essential for two reasons:

- The programmer gets tedious things done much more quickly.
- The ease of generating a report gives the end user and programmer a vehicle with which to communicate (the report).

The nonprocedural language aids data maintenance as well as reporting. The DBMS must make it easy to get some sample data into the data base to try out report requests.

Relational systems allow even major structure changes to be accomplished easily. Making structure changes is crucial to the prototyping process because the correct structure for the data may not be chosen the first time it is attempted.

The data description language must not only allow the description to be changed easily, but also prevent, whenever possible, the need for dumping existing data and reloading

(Continued on Page 75)

NAS Offers Programming Tool For VS/1, MVS Environments

MOUNTAIN VIEW, Calif. — National Advanced Systems, Inc. (NAS) has unveiled an Advanced Conversational Editing and Programming System (Acep) that was designed to permit programmers to create, modify and maintain programs and total systems.

Acep is intended to provide on-line time-sharing capabilities on IBM 370 series computers and NAS and other IBM-compatible processors running under the VS/1 and MVS operating systems.

An IBM System Productivity Facility (SPF) option is included to enable the user to work with screens and menus.

The Acep software reportedly allows users to enter, edit, compile, save source programs and receive output at most standard video display terminals. It includes a split-screen capability, according to the vendor.

User terminals for accessing the Acep software include the IBM 2741 and 3270 and many Ascii devices, the vendor explained.

According to a company spokesman, the terminals are supported by a wide range of communications interfaces.

The program maintenance and development functions of the Acep package were designed for both small or large programming tasks and can support projects requiring more than 100 programmers.

A license for the SPF option is available for $4,000. Monthly and term plans also are available, the vendor said from 800 E. Middlefield Road, Mountain View, Calif. 94040.

Data Base Planning Aid Backs OS, CMS, MVS Users

NORWALK, Conn. — TSI International has introduced a software package designed to support the planning, requirements and design phases of data base projects.

The package, Facets, is said to run on any IBM hardware in IBM OS, CMS or MVS operating environments.

According to the vendor, Facets is said to combine structured data base development methodologies along with data dictionary facilities in a single package.

Users and analysts reportedly can construct a functional decomposition of the business activities to be supported.

In developing detailed requirements, the user can obtain graphic representations of the local view of data.

In the design phase, the package is said to produce a logical architecture for the planned data base.

The package also features a query language designed to give project team members access to their design specifications, the vendor said.

The package is available for a perpetual use fee of $15,000 from TSI International, 50 Washington St., Norwalk, Conn. 06854.

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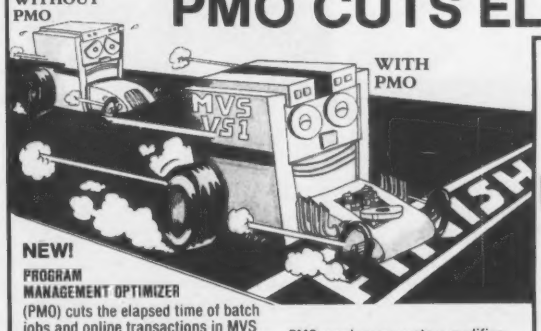

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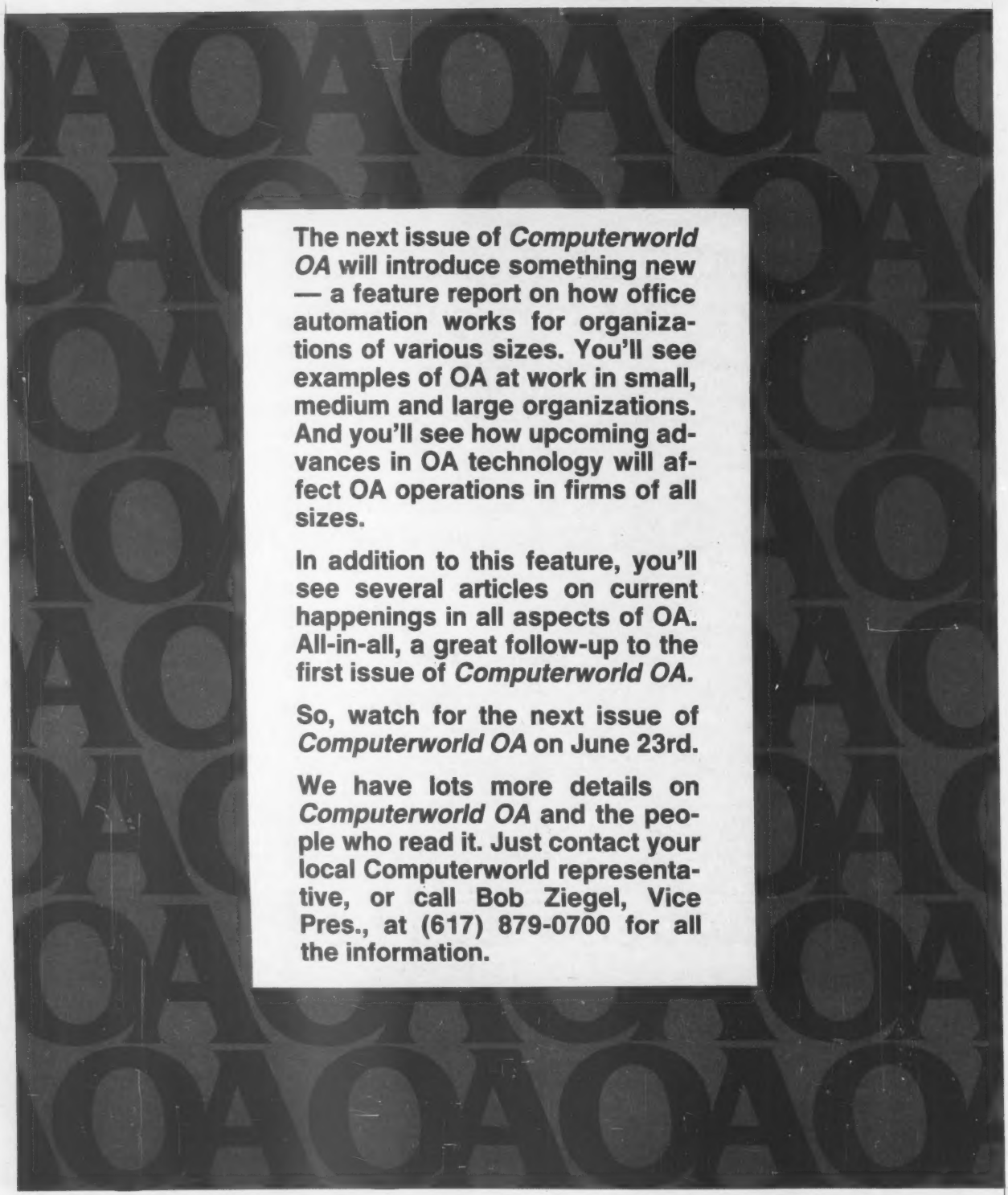

The next issue of *Computerworld OA* will introduce something new — a feature report on how office automation works for organizations of various sizes. You'll see examples of OA at work in small, medium and large organizations. And you'll see how upcoming advances in OA technology will affect OA operations in firms of all sizes.

In addition to this feature, you'll see several articles on current happenings in all aspects of OA. All-in-all, a great follow-up to the first issue of *Computerworld OA.*

So, watch for the next issue of *Computerworld OA* on June 23rd.

We have lots more details on *Computerworld OA* and the people who read it. Just contact your local Computerworld representative, or call Bob Ziegel, Vice Pres., at (617) 879-0700 for all the information.

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Operating System Designed for Engineering Jobs

BEAVERTON, Ore. — Floating Point Systems, Inc. has announced an operating system called the Single Job Executive (SJE) for its 64-bit FPS-164 attached processor, designed to attach to IBM 4300 or Digital Equipment Corp. VAX host computers to process computationally intensive engineering and scientific jobs.

To run a job under SJE, the user's program and data files are transferred from the host computer into the FPS-164 for complete processing, the vendor explained. When the job is completed, results are returned from the FPS-164 to the host computer for further user access.

User-interactive programs reportedly are controlled in much the same manner. The host computer passes interactive information between the user's host terminal and the program running on the FPS-164.

The SJE operating system features a concise job control language, support for file and terminal I/O and runtime overlaying of program code and data, the vendor said. Temporary named or scratch files can be created on the FPS-164's disk subsystem by a program or by file transfer commands. Both interactive and batch use are supported.

The operating system is complemented by a range of program development software, including a host-resident Fortran compiler that supports a superset of the Fortran-77 language, according to Floating Point.

The SJE operating system is priced at $15,000 for domestic customers and $20,000 for international users. There is a $375/mo maintenance fee. Prerequisites for using the SJE operating system are a disk and controller, which are priced from $50,000, Floating Point Systems said from 3601 W. Murray Blvd., Beaverton, Ore. 97223.

Updated 'Audit-6' Generates All Cobol Division Programs

SAN JUAN, Puerto Rico — Audit-6 Computer Corp. has released a modified version of its Audit-6, parameter-driven Cobol generator, which is said to generate computer programs, including all four Cobol divisions.

Audit-6 runs on any computer that has an Ansi Cobol compiler, including IBM 370 and 4331 and Burroughs Corp. B-1700, B-1800 and B-2900, according to the vendor.

Originally designed to handle modular data bases, Audit-6 reportedly generates all coding necessary to validate the data items and to print report. The product is flexible enough to incorporate in the generated program, prior to the generation, any number of additional Cobol instructions supplied by the programmer.

Audit-6 is intended to reduce conversion efforts and does not require conversion of old programs.

Priced at $2,500, Audit-6 is available from Sixto Morales Garcia y Asociados, 1579 Cabalieri, URB. Caribe, Rio Piedras, Puerto Rico 00927.

Graphics Tool Runs on IBMs

PRINCETON, N.J. — Statistical Graphics Corp. has introduced Statgraphics, an interactive statistical graphics package system written in APL. Designed to run on the IBM 370, 30 series, 3081 and 4300 series mainframes, the package is said to contain more than 200 user-documented APL functions organized into 24 chapters.

Features of the package include direct access to graphics primitives, extensive use of screen panels and a split screen allowing multiple plots on a single screen, a vendor spokesman said. It is oriented toward engineering and management applications with capabilities in the area of statistical modeling, quality assurance, experimental design and time series analysis.

The package is available for a one-year lease for between $8,000 and $12,000 from Statistical Graphics Corp., P.O. Box 1558, Princeton, N.J. 08540.

Program Facilitates DEC Tape Transfer

PHILADELPHIA — Information & Financial Services, Inc. has introduced TDX20, a program said to facilitate tape transfer for the Digital Equipment Corp. Decsystem 20.

Program features include handling of nine-bit character translation, all record formats, multiple volumes and horizontal and vertical formatting protocols. TDX20 also features repetitive production jobs, error handling and built-in user assistance, including comprehensive tutorials and examples of use, the vendor said.

The program costs $3,000.

Information & Financial Services, Inc. is located in Suite 2200, One E. Penn Sq., Philadelphia, Pa. 19107.

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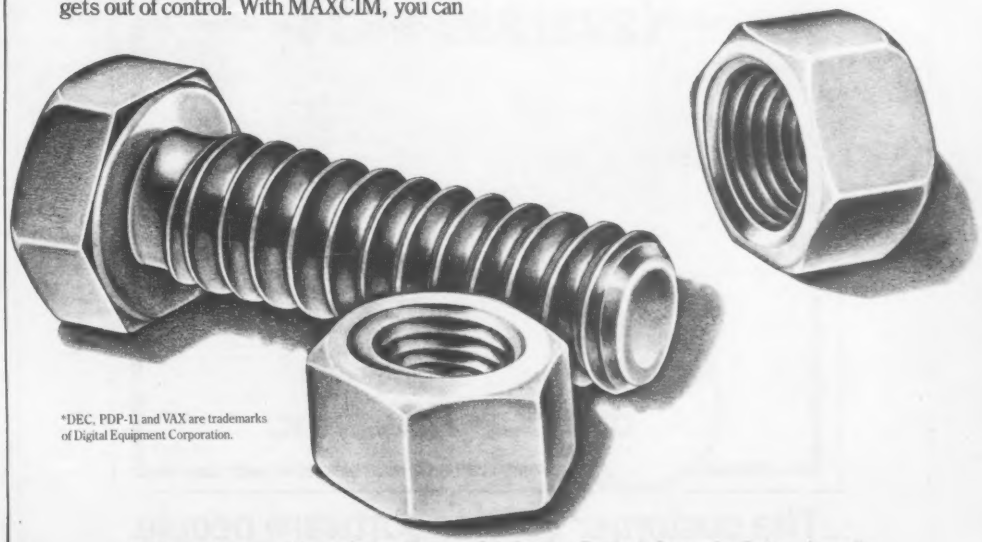

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Package Fits Decsystem-20

TUCSON, Ariz. — Timesharing Consultants, Inc. has announced a fixed assets package, the FA-20, for users of Digital Equipment Corp. Decsystem-20 processors.

The package reportedly provides on-line access to information related to capital acquisitions. Features include automatic calculation of book and tax depreciation, bonus depreciation and calculation of investment credits, the vendor said.

The package costs $15,000, according to the vendor.

Timesharing Consultants is based in Suite C300, 6420 E. Broadway, Tucson, Ariz. 85710.

Word Processor Runs on PDP-11s

BERKELEY, Calif. — Pacific Software Manufacturing Co. has introduced a relational data base manager and word processor called Sequitur.

Among the hardware on which it will run is the Digital Equipment Corp. PDP-11 minicomputer and the DEC VAX-11 supermini running under Bell Laboratories, Inc.'s Unix 7 operating system.

The software provides a single screen editing interface for all interactions with the system, including data entry, data editing and data dictionary. Facilities for editing, formatting and printing documents are provided. It also provides the tools necessary to design data bases, the vendor said.

The package is available for $5,500 from Pacific Software Manufacturing Co., 2608 Eighth St., Berkeley, Calif. 94710.

Gejac Enhances SRF Software

RIVERDALE, Md. — Gejac, Inc. has introduced an enhanced version of its SRF software — SRF Version 2 Performance and Capacity Monitor.

The software runs on Digital Equipment Corp. PDP-11 minicomputers under the RSX-11M and RSX-11M Plus operating system. The software also runs under Version 4 of DEC's RSX-11M operating system.

SRF Version 2 is said to allow control over data collection by selecting the specific tasks, devices and functions that need monitoring. It prints graphic reports that provide information on CPU utilization, I/O, pool usage and fragmentation, overlay requests, task loader, checkpoint activity, shuffler activity and memory, the vendor said.

The enhanced software can be purchased on magnetic tape or floppy diskette for $3,995 for RSX-11M and $4,495 for RSX-11M Plus from the vendor through P.O. Box 188, Riverdale, Md. 20737.

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The customer service software people

T/S Firm Offers Graphics Tool

ROSLYN, N.Y. — Remote Computing Corp. (RCC) is offering an enhanced version of the Merlin graphics software package, which includes all sectors of Standard and Poor's industry groups. Remote Computing is a time-sharing company.

With Merlin graphics, corporate and individual users will have the ability to chart and analyze one industry group against another, as well as individual stocks within a group, according to the vendor.

For as little as $3 a chart, users can plot any security on the New York, American and over-the-counter exchanges, in addition to all bonds, options and commodities from every major exchange, the vendor said. All types of charts can be generated, including high, low or close; volume bars; dual securities; open interest for commodities and options; and price spreads.

RCC charges fees in accordance with CPU time used, it said from 1044 Northern Blvd., Roslyn, N.Y. 11576.

Asset System Targets Banks Using IBM 370

CUPERTINO, Calif. — Tymshare, Inc. has announced an asset and liability planning system for finance and investment officers using IBM 370 computers.

The Asset and Liability Planning System was designed to help banks determine the effects of investment decisions on their profitability. The average cost of installation is $5,000, a spokeswoman said.

An example of Tymnet network costs is an eight-report prime-rate scenario, which would cost $100 to $150, the vendor spokeswoman estimated.

Tymshare is located at 20705 Valley Green Drive, Cupertino, Calif. 95014.

Applications Run on Reality

IRVINE, Calif. — JES & Associates has announced a line of applications programs for the Microdata Corp. Reality processors.

Packages include accounts receivable, accounts payable, general ledger, payroll, job costing and order entry, the vendor said.

Packages cost between $1,500 and $4,000, according to the vendor, who can be reached through P.O. Box 19274, Irvine, Calif. 92713.

Two Cobol-Based Packages Available for Maintenance

TEMPE, Ariz. — Computers Et Cetera of the Foundation for Software Engineering has made available two Cobol-based utility packages for abbreviation expansion and program maintenance.

Speedcobol is an abbreviation expander for reserved words and phrases, data names, condition names, file names and any other string of one to 30 characters, the vendor said. Speedcobol precompiles the abbreviations to their full length.

With Readcobol the user can run existing Cobol programs to establish program structure standards, according to the vendor. The standards are maintained automatically by Readcobol. Paragraph sequencing, standard structuring and stylizing are automatic.

Both products are available on a permanent license basis of $5,000 each and were designed to run on any system with a Cobol compiler, according to Computers Et Cetera at Suite 111, 524 W. Broadway, Tempe, Ariz. 85282.

System/38 Gets 'Insight'

NEW YORK — Interactive Program Products, Inc.'s financial modeling and reporting system is now compatible with the IBM System/38 minicomputer.

According to the vendor, Insight was formerly only available to users of the IBM System/34.

It is a menu-driven budget planning, forecasting and graphics package that also features a general ledger module and report writer functions.

The system was designed for financial executives and accountants with no programming or computer background, the vendor said.

The purchase price of Insight/38 is $17,000; Interactive Program Products is located at 800 Second Ave., New York, N.Y. 10017.

Prototyping For DP Crunch

(Continued from Page 71)

it. Critical to the entire prototyping process is the ability to change report formats quickly, based on user feedback.

Suppose a report called for employee numbers, names, departments and managers.

The request might be the following: LIST BY EMPNAME DEPT MGR.

If reports are produced with more traditional tools, a massive recoding effort might be in store for the developer to reflect user-proposed changes.

This task, and others very much like it, can be made much simpler with a nonprocedural reporting language.

Whitlock is senior product manager for DBMS Marketing at National CSS in Santa Clara, Calif.

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Loan System Goes On-Line

DALLAS — University Computing Co. has announced an on-line component of its Instalment Loan System.

The Instalment Loan Online System (ILO) is comprised of three areas: data entry, reconciliation and data inquiry.

Written in Cobol to operate in an IBM CICS environment, ILO is available for users of IBM and plug-compatible systems in DOS/VS and OS/VS environments supporting IBM 3270 terminals.

ILO costs between $12,000 and $15,000 from the firm at UCC Tower, Exchange Park, Dallas, Texas 75235.

Harris Unveils Ada Language

MELBOURNE, Fla. — Harris Corp. has introduced a Process Description Language (PDL) for Ada, the new high-order language adopted by the Department of Defense.

The PDL is both a language and a methodology for the derivation and description of processes and data, the vendor explained. Its basic units are packages, tasks and subprograms.

The PDL software reportedly is independent of its implementation language and can be used for development of software in any high-order or assembly language.

It is available in a 100-page guide that costs $20 from Harris Corp., Government Systems Group, P.O. Box 37, Melbourne, Fla. 32901.

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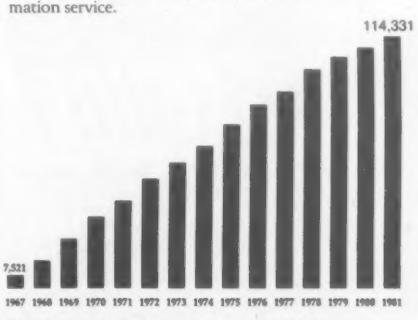
Paid circulation is the hard way to big numbers, and most advertisers and agencies want to see those numbers. But we believe that paid circulation is worth the lost revenue and extra trouble, because it means extra reader involvement and support. All of our significant competitors offer free subscriptions, so our subscribers have always had several no-cost alternatives to choose from. That makes our rapid circulation growth over the years an even more impressive indication of the fact that we are providing a uniquely important information service.



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System Converts Programs To Run on Nova Compatibles

TUSTIN, Calif. — Dynamic Concepts, Inc. has introduced a business Basic conversion program to allow users of Data General Corp.'s Rdos operating system to convert programs to run on DG Nova-compatible systems and peripherals under Dynamics Concepts' Basic Interactive Timeshare System (Bits) operating system.

Under the conversion package, users create text files on Rdos for programs to be converted, the vendor said. Bits is then booted and the conversion package is used to move selected text programs onto Bits. A translator then reads the Rdos programs contained in the copied files and converts them into Bits syntax.

The resulting system is faster than the Rdos Business Basic, particularly in disk I/O, the vendor claimed.

Bits features are said to include common variables for linked programs; multistatement program lines; logical AND, OR and ELSE operators; input statement with time-out or character limit; and program control of echo, tabbing, parity and other parameters.

The conversion package will be available after June 1 for $1,000.

Further information about the conversion package and Bits is available from Dynamic Concepts at 14712 Franklin Ave., Tustin, Calif. 92680.

Dental Tool Fits DG Units

MIAMI — Colonial Data Systems, Inc. has developed a dental patient/practice management system for Data General Corp. computers.

Written in Interactive Cobol, the Dental Data System (DDS) is said to be fully interactive and user-friendly. The accounts receivable segment of the software package, including patient billing, patient history, insurance claim processing and patient recall, costs $5,000. An appointments module costs an additional $1,500, as does an inventory module.

The software reportedly runs on any DG equipment, from CS5 to MV8000. The firm is located at 8080 N.E. 5th Ave., Miami, Fla. 33138.

Package Out For Churches

MEMPHIS, Tenn. — General Data Consultants, Inc. has released a church-oriented software package for users of Mini-Computer Business Applications, Inc. (MCBA) packages on Data General Corp. Commercial Systems series of minicomputers.

The Administrator consists of membership and stewardship modules that include member/prospect inquiry, report generation and Sunday-school administration, as well as contribution processing, quarterly statements and audit trails, the vendor explained.

The package reportedly can be combined with standard MCBA accounts payable, payroll and general ledger modules to form a church management system. The software costs $5,000 from the firm at 606 S. Mendenhall at Poplar, Memphis, Tenn. 38117.

Forms-Building Software Designed For HP 1000s

HAWTHORNE, N.J. — Combs & LaRobardiere Systems, Inc. (C&L) has announced an interactive CRT forms-building package for users of Hewlett-Packard Co.'s 1000 line of minicomputers and microcomputers.

Qform operates on any HP block-mode terminal and consists of an editor and a set of user-oriented programmer support subroutines, the vendor explained. Fields can be assigned in alphabetic only, numeric only or alphanumeric. They can also be specified to have any of the video display enhancements HP terminals support, and they can be tagged with labels for program independency of later form changes.

The library reportedly supports the displaying and erasing of forms, and function key definitions and labels can be loaded via subroutines.

The price for the Qform software is $995; C & L is located at 55 Peach Tree Court, Hawthorne, N.J. 07506.

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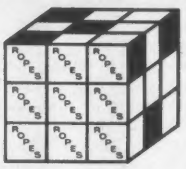

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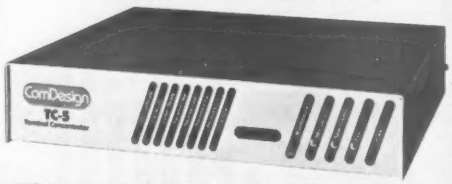

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STRATUS VS. TANDEM

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You can build a double computer inside one box for less dollars, as opposed to doing it in software, which continually needs maintenance and revision, as well as improvement."

by Aaron Goldberg
of IDC which
appeared in *Computerworld's*
December 28, 1981 issue.

STRATUS/32–SYSTEM HIGHLIGHTS

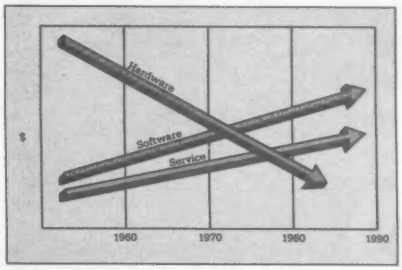
1. A simple hardware solution to fault tolerance that totally eliminates the need for extra application design and additional programming.
2. A design without performance penalties for fault tolerant operation–NO CHECKPOINTING!
3. A computer that pinpoints and isolates its failures, so repair is made quickly and inexpensively.
4. A system that can expand to 32 Fault Tolerant Processing Modules under a "single system image."

Now that the computer age is in full stride, 100% availability is fast changing from a luxury to a necessity. Downtime and its costs are unacceptable, especially when there is an alternative. Now that fault tolerant operation is becoming a universal requirement, there is demand for an improvement over the software approach used by Tandem. These computers must provide better performance, be easier to use, be easier to program and re-program, be less complicated and less expensive. We believe that the Stratus hardware based fault tolerant system answers these demands. Let us explain.

Why more hardware is better than more software.

The crux of the problem with software based systems is that they require complex, performance stealing software to provide fault tolerant operation. This software robs the system of precious resources because it uses processing cycles to pass status and checkpoint information back and forth between two computers. What's more, this passing of information occurs at four levels: operating system, user program, file management, and terminal control.

Stratus, meanwhile, has eliminated all this reliability software by having duplicate hardware components tightly coupled, dedicated to performing the same tasks at the same time. It's like having two computers in one, rather than two separate computers. Checking hardware logic detects errors with no performance loss and stops failing components instantly. The duplicate partner continues without interruption, unaffected by the failure. This is all transparent to the programmer and the user. With Stratus, there is no performance or data loss when there is a failure, no operator intervention, and no special programming.

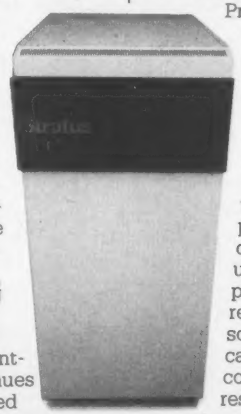


While software costs will rise because they are people dependent, experts agree that hardware costs will continue to fall.

Why Stratus is easier to implement.

The Stratus designer and programmer might as well be dealing with a conventional computer; one of them, not two. Programmers are in a familiar environment. By providing industry standard languages, applications can be moved over without redesign or major reprogramming. Fault tolerant operation is a bonus, not a complex effort.

With the software based solution the system designer and programmer is working with two computers. (An environment unfamiliar to most designers and programmers.) This approach requires more experienced personnel, takes more time for application development, requires continual maintenance, and as a result is more costly.



$130,000–Software included.

The Stratus concept could not have been executed 10 years ago, 5 years ago, or even 2 years ago. It is possible now because of the dramatic price drop of hardware components. Because of this lower cost of hardware, and because of the simplicity of its architecture, Stratus can offer Continuous Processing™ at a price competitive with traditional systems that don't offer this capability. A fully duplexed configuration with 2 megabytes of memory, peripherals, and software can be purchased for under $130,000.

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To complement our hardware approach to Continuous Processing we have an impressive list of software. For instance: Virtual Operating System (VOS), Transaction Processing System (TranPro), Data Management System, CRT oriented command language, Cobol, Basic, PL/I, Fortran, Pascal, Networking using X.25, IBM Communications, full screen editor, symbolic debugger, forms designer and a complete Word Processing package.

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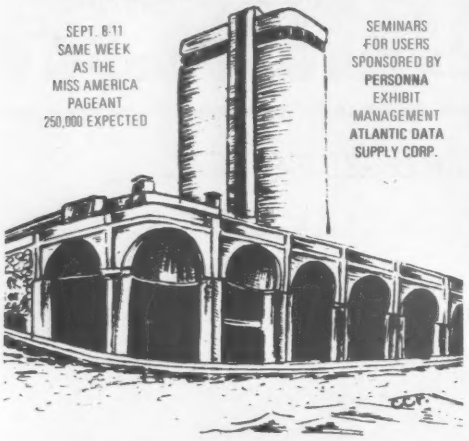

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'Chicken/3000' Editor Runs On Terminals Using HP 3000

EAST LANSING, Mich. — Forest Computer, Inc. has released a full-screen, block-mode editor designed to run on any of Hewlett-Packard Co.'s or compatible block-mode terminals running under the HP 3000 system.

The Chicken/3000 editor is said to provide flexibility in the creation and modification of source code. The compilation of source code, the running of other programs as well as the execution of HP's Multiprogramming Executive commands can be done without interruption of a Chicken/3000 session.

Licensees will also receive three utility subsystems. Hatch — a Cobol source code preprocessor — allows the use of IF-ELSE-END-IF, DO-WHILE, DO-UNTIL and Case structures, reformatting these structures into a format acceptable to the Cobol compiler, the vendor explained.

A Cobol cross-reference utility aids in program development, review documentation, debugging and maintenance, the vendor said. Source listings with layout documentation, data items use file and record layout, alphabetic cross-references and paragraph and section maps can be produced in as many different combinations as desirable.

Perpetual license fee for the Chicken/3000 is $6,000. A one-year license fee is $2,275, which includes a $1,000 initial fee and $1,275/year lease fee. A demonstration tape is available for $25.

Further information on the Chicken/3000 is available from the vendor at Forest Computer, Inc., P.O. Box 1592, East Lansing, Mich. 48823.

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Tool Interfaces Programs, 3270

NOVATO, Calif. — An on-line interactive package designed to provide an interface between an applications program and an IBM 3270 display terminal has been developed by Tomark, Inc.

Screen-Aid was designed to operate in an MVS TSO environment using Tcam or Vtam. The interactive facility reportedly can be invoked from an applications program written in Cobol, PL/I or assembler.

A free 30-day trial is offered. Introductory price for the software is $6,950 from Tomark at Suite C-1, 250 Bel Marin Keys, Novato, Calif. 94947.

Company Introduces Fortran Coding Guide

ESTILL SPRINGS, Tenn. — A Fortran coding guide has been introduced by Associated Technology to aid software departments in formalizing their own standard practices.

The 40-page guide is said to provide an easily applied methodology that ensures the construction of top-down programs that are structured, testable and easy to maintain.

The guide is available for $20 from Associated Technology, Rt. 2, Box 448, Estill Springs, Tenn. 37330.

Graphics DP Service Gets Slide Option

FAIRFIELD, N.J. — The Rapidata Division of National Data Corp. has announced a 35mm slide option for its interactive Graphics computer service.

The feature can be activated by use of a SLIDE command. Slides will then be delivered to the user within four working days, the vendor said.

Slides can be produced of any plot, chart or graph prepared through the Graphics service. The service is billed on an as-used basis plus a $23/slide charge, the vendor said from 20 New Dutch Lane, Fairfield N.J. 07006.

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But the HP 125 goes far beyond linking the DP information *inside* your company. It can help you reach out for services like stock and bond prices, airline schedules or any of the latest wire service news. It can even send or receive electronic mail!

Prices for HP 125 systems, including processor, keyboard, display and dual 5¼" flexible disc, start at **under $5,000.** Bigger discs and a wide range of printers, plotters and software are also available. With attractive discounts if you buy in quantity.

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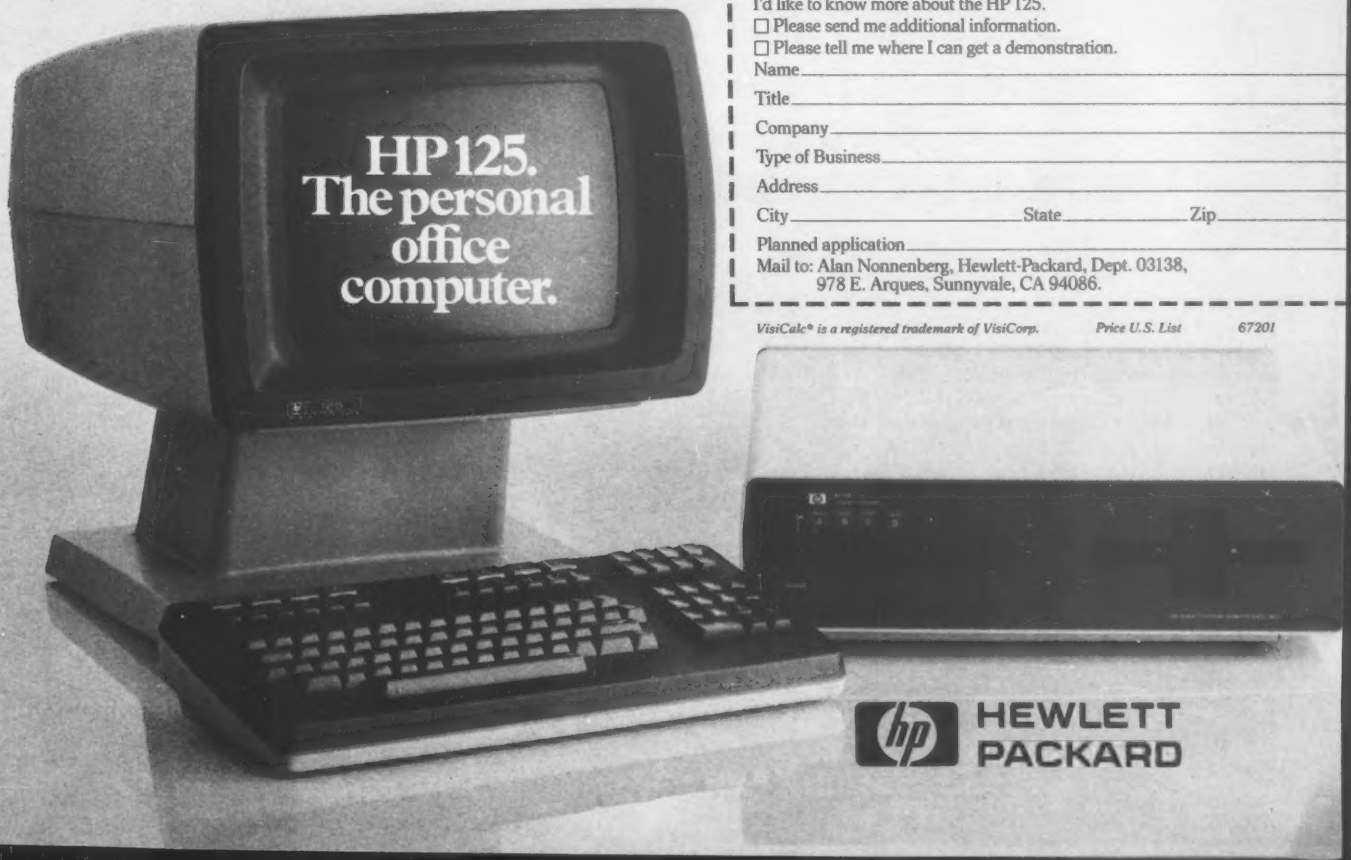

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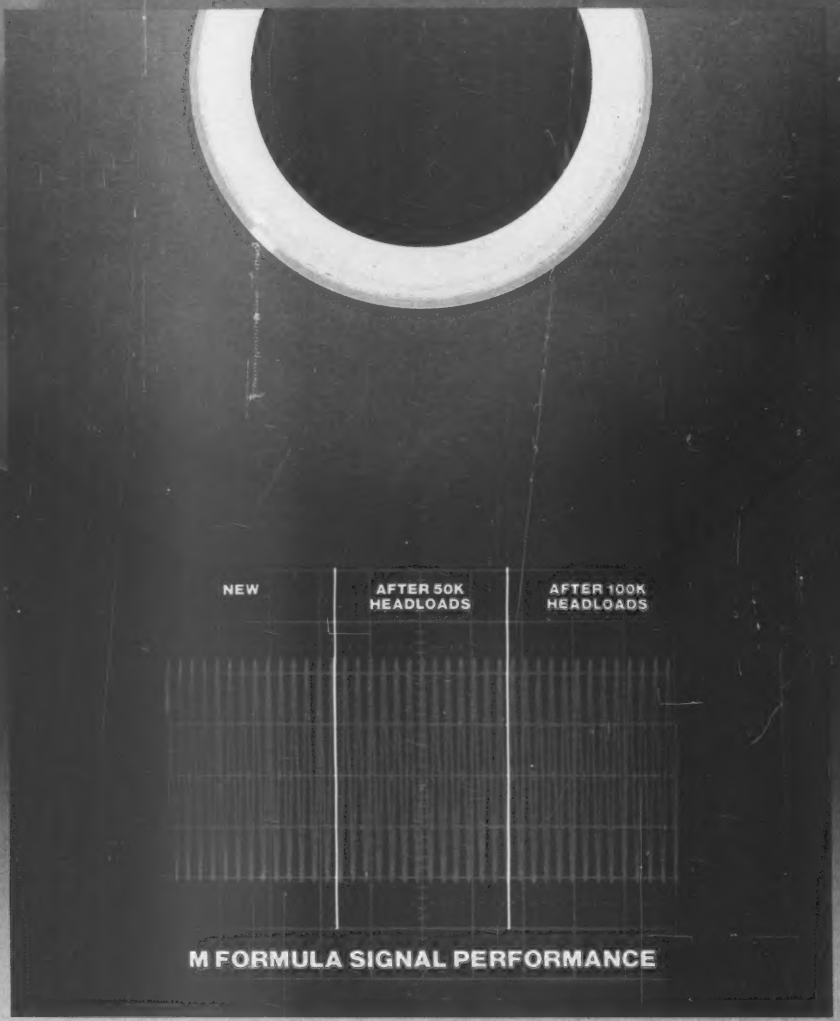

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Random Notes

Financial Services Provides Treasury Futures Info

NEW YORK — Monchik-Weber Corp. has enhanced its Financial Futures Service to provide analytic information on the 10-year Treasury Futures the Chicago Board of Trade began trading on May 3.

Users of the system now have an interactive simulation capability to test out spreads for likely gain or loss, to analyze possible new coupons and to discern investment opportunities, the vendor explained.

The firm's Financial Futures Service is available through the Tymnet, Inc. and Telerate information time-sharing networks and is priced on an as-used basis. Monchik-Weber is located at 111 John St., New York, N.Y. 10038.

Data Base Directory Out; Organized Alphabetically

WHITE PLAINS, N.Y. — The 1982 edition of *Computer-Readable Databases: A Directory and Data Sourcebook* has recently been released by Knowledge Industry Publications, Inc., for the American Society for Information Science.

The text describes 773 computer-accessible data bases, organized alphabetically by data base name. It is indexed by subject, data base producer, data base processor and name.

The directory is available for $120 from the publisher at 701 Westchester Ave., White Plains, N.Y. 10604.

'Audimate' T/S System Gets Lead Schedule Capability

ANN ARBOR, Mich. — A companion system for automatic lead schedule preparation has been added to Comshare, Inc.'s Audimate, a time-sharing system for certified public accountants.

The new lead schedule capability is said to automate a time-consuming task that requires accountants to record account detail by hand and then manually foot, crossfoot and validate each schedule.

The system is priced per transaction, a spokesman said from 3001 S. State St., Ann Arbor, Mich. 48106.

Two Application Products Released for System/38

MILWAUKEE — Harris Data Service, Inc. has introduced two application software products for the IBM System/38 computer.

They are the A/R and the A/P for accounts receivable and accounts payable applications. Both include source code and user documentation.

Both packages are said to take advantage of the System/38's data base processing and RPG-III programming language capabilities, the vendor said.

The A/R and A/P are available for $4,500 each from Harris Data Service, Inc., 11629 W. Dearbourn Ave., Milwaukee, Wis. 53226.

Business Planning Package Introduced for System/34

EVANSTON, Ill. — System Software Associates, Inc. has announced a business planning and control package for IBM System/34 processors.

The package is an on-line integrated package that consists of 14 application modules designed to give the small and medium-size manufacturer detail planning and control over production and accounting operations, the vendor said.

The basic package costs $3,500 and each module costs $1,000, the vendor said from Suite 600, 500 Davis Center, Evanston, Ill. 60201.

Full-Screen Code Generator Announced For Datamaster

ELK GROVE VILLAGE, Ill. — Dependable Computer Programs, Inc. has announced FSP-GEN, a full-screen processing code generator for IBM's System/23 Datamaster.

The package is said to eliminate screen coding and debugging functions. Users can enter the screen directly on a CRT terminal and it will appear in the application program in the same format, the vendor said.

The package costs $350, the vendor said from 225 N. Arlington Heights Road, Elk Grove Village, Ill. 60007.

Report Writer for Series/1 Gets Data Entry Addition

DALLAS — Enhancements including data entry and query functions have been added to a report writer for the IBM Series/1 line of processors by I-Concepts, Inc.

Assistar-De is a menu-driven product that offers the ability to create or enhance applications, according to the vendor.

This product is priced at $2,500, and I-Concepts is located at Suite 228, 2560 Royal Lane, Dallas, Texas 75229.

Four Integrated Aids Out For Electric Cooperatives

ATLANTA — Southern Engineering Co. of Georgia has announced an integrated series of four software packages designed to assist rural electric cooperatives with financial and operations planning.

The Utility Modeling System (UMS) runs on IBM mainframes under IBM's VS or VM/CMS operating systems. The four packages are said to include production costing, an operating expense, a capital accounting and a financial analysis model.

UMS is currently priced at $174,000 and will be available in approximately eight months, the vendor said. Users can place orders for UMS with Southern Engineering, 1800 Peachtree St. N.W., Atlanta, Ga. 30367.

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Micro Notes

Chang Laboratories, Inc. has announced its family of **Microplan** products for financial modeling and what-if analysis to run under any Digital Research, Inc. CP/M version 2.2 or greater or CP/M-86-based 8- or 16-bit microcomputer. The software includes a file compatibility module to translate CP/M or CP/M-86 files created with other application programs to Microplan format. Microplan is priced at $495 with the optional Consolidation Module priced at $295. Chang Laboratories is located at 10228 N. Stelling Road, Cupertino, Calif. 95014.

Westico, Inc. has announced that its **Microgantt** project planning system for the IBM Personal Computer is now available for microcomputers compatible with Digital Research, Inc.'s CP/M operating system. Microgantt costs $395 for the system and documentation, while documentation alone is $25 from the firm at 25 Van Zant St., Norwalk, Conn. 06855.

An intelligent terminal emulator for microcomputers based on Digital Research, Inc.'s CP/M operating system is available from Shared Systems Technologies, Inc. The **Advanced Communications Emulator (ACE)** carries a single-CPU license fee of $150. The firm is located at Rt. 7 S., Box 1073, Bennington, Vt. 05201.

Micro Five Corp.'s Series 3000 computers can now be supported by Microcobol Products, Inc.'s **Mbos/5** operating system, making it possible to run programs written in Cobol or Microcobol on the multiuser Series 3000. The four models of the Series 3000 range in price from $15,400 to $23,300, a spokeswoman said from 17791 Sky Park Circle, Irvine, Calif. 92714.

Apple Computer, Inc. has introduced a financial planning and analysis package and a business graphics package for the Apple II computer. **Apple II Senior Analyst** requires a 48K-byte Apple II or an Apple II Plus with a language card or a memory card. The software costs $225. **Apple II Business Graphics** is said to perform data analyses and transform numerical data into simple illustrations. With the same equipment requirements as the Senior Analyst package, Business Graphics costs $175 from the firm at 20525 Mariani Ave., Cupertino, Calif. 95014.

Aton International, Inc. has added a line of applications software to enhance its **Jobstream CP/M 2.2** (from Digital Research, Inc.) operating system. Jobstream CP/M is currently available on the Radio Shack TRS-80 Model II and Model 16 microcomputers. Two programs, **Basic Surrogate** ($99) and a product called **Visicalc Surrogate** ($99), (which refers to Visicorp's Visicalc), provide the interfaces allowing Radio Shack versions of Basic and Visicalc to operate in the Jobstream CP/M environment. Aton is located at 260 Brooklyn Ave., San Jose, Calif. 95128.

Visicorp has made available an enhanced version of its **Visischedule** software package to run on Apple Computer, Inc's Apple III personal computer. The package provides an on-screen schedule of projects and tasks for increased organizational efficiency The package requires a minimum of 128K bytes of memory and one external disk drive of either a floppy disk drive, Corvus hard disk drive or Apple's Profile hard disk drive, according to the vendor. The package, priced at $300, will be available in July from Visicorp, 2895 Zanker Road, San Jose, Calif. 95134.

Delta Micro Systems, Inc. has introduced **basic'** — which is described as a structured extension of the Basic language. Available for the Apple Computer, Inc. Apple, IBM Personal Computer and Radio Shack TRS-80 machines, the system development package costs $129 from the firm at P.O. Box 15952, New Orleans, La. 70175.

Phillip L. Emerson has introduced a general-purpose communications program for Heath Zenith, Inc. H8, H89 or Z89 computers running under the Hdos Version 2.0 operating system. **Mortty** is said to include Ascii and Baudot code capabilities at any data rate of which the equipment is capable. The package costs $100 from Phillip L. Emerson at 3707 Blanche St., Cleveland Heights, Ohio 44118.

Wolf Software Systems, Inc. has announced a file transfer package for IBM Personal Computers. Called **Move-It**, the package can be used with both the Microsoft Corp. PC-DOS and Digital Research, Inc. CPM/86 operating systems. The package allows the user to transfer files to and from any other IBM Personal Computer running Digital Research Inc.'s CP/M, MP/M or MP/M-86 operating systems. The package costs $150 plus $2 for shipping and handling, the vendor said from 23842 Archwood, St., Canoga Park, Calif. 91307.

Business Software Services has announced a Pascal development tool for Apple Computer, Inc. Apple III microcomputers. Called **Easyform**, the package generates Pascal code that displays programmer-designed screens, gathers data from entry fields on those screens and edits data based on field descriptions specified by the programmer, the vendor said. The package costs $150, the vendor said from 17 Pease St., Wilbraham, Mass. 01095.

Bytek, Inc. has announced **Cogo**:: an Ansi Cobol-74 program generator that can be used on NCR Corp. 8000 and 9000 series minicomputers as well as microcomputers running Digital Research, Inc.'s CP/M, MP/M, CP/M-86, Radio Shack's TRS-DOS, Digital Equipment Corp.'s RT-11, Phase One, Inc.'s Oasis and Bell Laboratories' Unix operating systems. The package costs about $950 for microcomputer users and $3,650 for NCR users, the vendor said from 1714 Solano Ave., Berkeley, Calif. 94707.

ABN Corp. has announced **RL-1**, a relational data base management system for IBM's Personal Computer and other microcomputers based on Digital Research, Inc.'s CP/M operating system. The package includes operators such as selection, projection and join and features a query language relational editor and program interface, the vendor said. The package costs $495 from the vendor through P.O. Box M1047, Ann Arbor, Mich. 48106.

Instrumentation Laboratory, Inc. has announced a **virtual memory implementation** of the Bell Laboratories' Unix System III for systems based around the Motorola Corp. 68000 microprocessor. The configuration uses the firm's Pixel 100/AP microprocessor and costs about $15,000 for a four-terminal system with 40M bytes of Winchester disk storage, the vendor said from One Burtt Road, Andover, Mass. 01810.

The Small Business Systems Group has announced **Version 2.50 of its ST80-III** package for Radio Shack TRS-80 Model I and III microcomputers. The package is a terminal program that includes 27 terminal executive commands and the ability to set runtime parameters, the vendor said. The package costs $150. For users of Version 1 of the program, an upgrade package costs $50, the vendor said from 6 Carlisle Road, Westford, Mass. 01886.

Advanced Operating Systems has announced **Hello Central**, a communications package for Apple Computer, Inc. processors which allows the microcomputers to communicate with mainframes, minicomputers and other microcomputers. The package includes several text handling features, a built-in editor and the ability to manipulate and print text files. Other features include global search/replace and an altered line-length reformatting ability, the vendor said. The package costs $99.95 the vendor said from 450 St. John Road, Michigan City, Ind. 46360.

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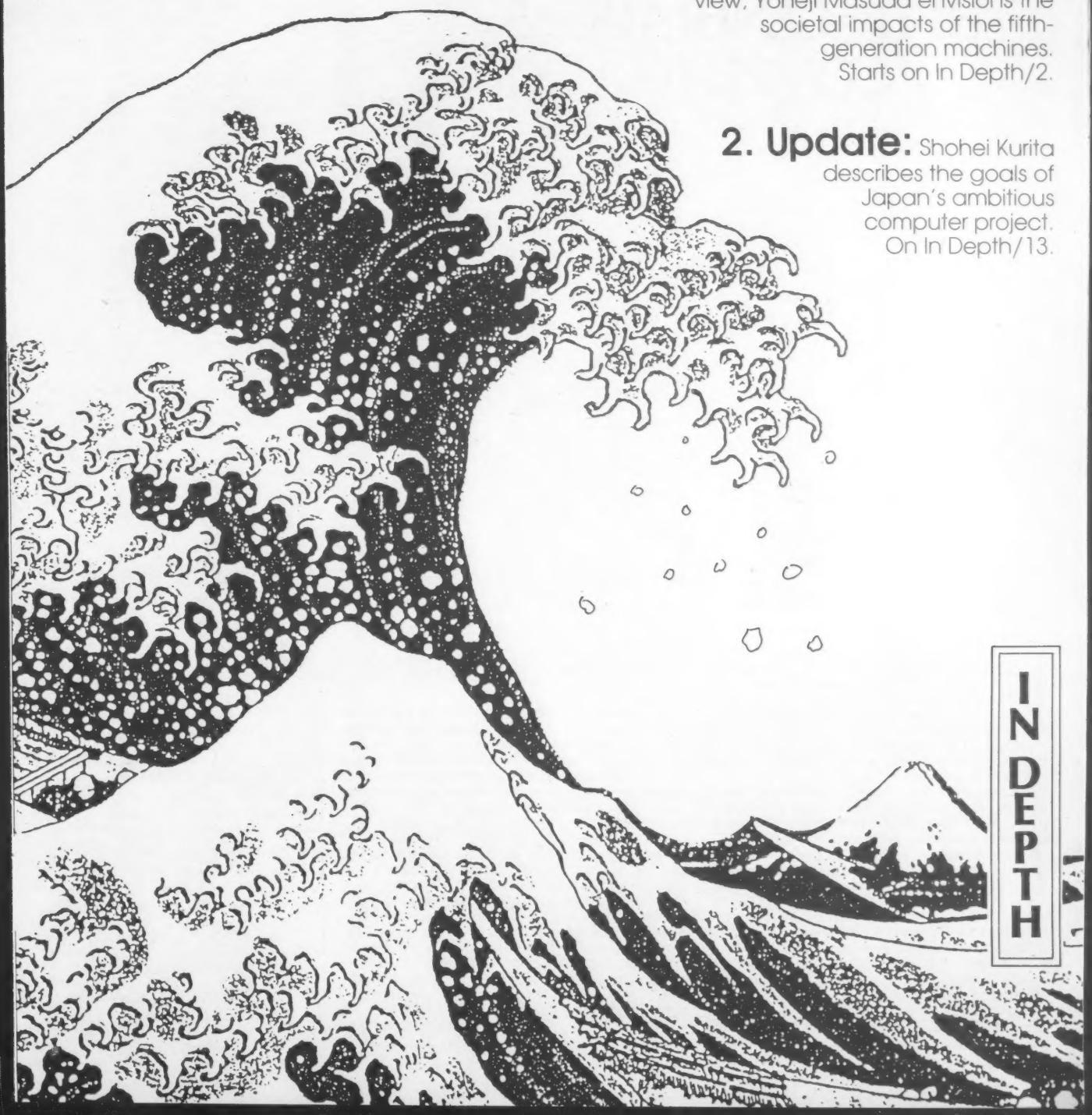
JAPAN'S
FIFTH GENERATION

A Special Report on the Coming Tidal Wave From Japan's New-Generation Computers

1. Insight: In an In Depth interview, Yoneji Masuda envisions the societal impacts of the fifth-generation machines. Starts on In Depth/2.

2. Update: Shohei Kurita describes the goals of Japan's ambitious computer project. On In Depth/13.



IN DEPTH

YONEJI MASUDA

TALKS ABOUT THE FIFTH-GENERATION COMPUTER

Yoneji Masuda is an expert on the social and economic impacts of technology and one of the world's leading future thinkers. He is one of the pioneers of Japan's computerization effort and a 20-year veteran of the MIS field, having served as an MIS consultant to both businesses and governments around the world. He is also executive director of the Japan Creativity Society and former chief researcher of the Japan Productivity Center.

He developed "The Plan for an Information Society: Japan's National Goal Toward the Year 2000" in his former position as executive director of the Japan Computer Usage Development Institute, a nonprofit organization. In 1972 the plan was presented to the Japanese government and Masuda was appointed project leader. Masuda went on to found the Institute for the Information Society, based in Tokyo, and serves as its president. (For more information on the plan, see In Depth/10.)

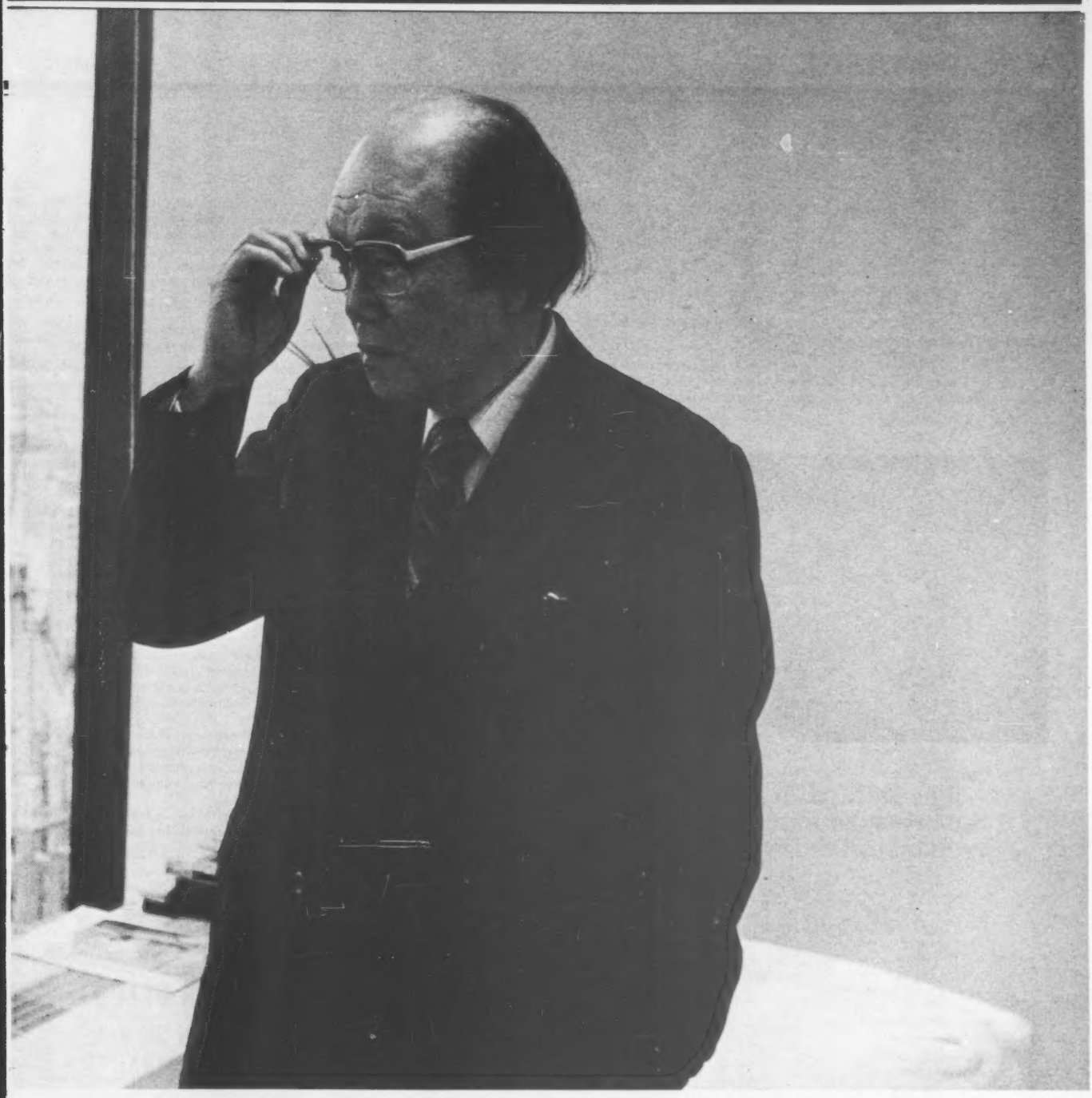
As Masuda puts it, "For 20 years, almost all my concern has been this: What does information mean? What is the value of information? What is the impact of information technology on this society?" He was trained essentially as an economist, but Masuda's studies have crossed the fields of sociology, psychology, education and computer science. Currently a professor of economics at Aomori University, he has also taught at Aichi Industrial University, St. Paul University and Sophia University.

Masuda has written numerous articles and more than 20 books, including *Computopia, Introduction to MIS, The Information Society and Education* and *Information Economics,* which was revised for English publication under the title *The Information Society as Post-Industrial Society,* published in 1981 by the World Future Society, Bethesda, Md. He is also a frequent speaker at conferences around the world.

At the Institute for the Information Society, Masuda is working on two projects: Prime Minister Zenko Suzuki appointed him member of the Social Policy Council, where he is participating in a study project on national life in the future information society. He is also working with the Paris-based World Center for Computer Science and Human Resources, headed by Jean-Jacques Servan-Schreiber, which is sponsoring computerization projects in six countries. Masuda is preparing a report for the World Center on Japan's success in establishing an independent computer industry.

At his son Shigeru's New York office, where the following interview was recently conducted in English, Masuda greeted me personally and graciously apologized for my having to travel to speak with him. Frequently clutching handfuls of Japanese newspaper clippings, Masuda was plainly enthusiastic about the new-generation computer technology — and the information society it will usher in.

— Catherine Marenghi



Design and Photos by D. Mansright

With an investment of $300 million over the next decade, why is Japan so heavily committed to the fifth-generation computer project?

There are three reasons. One reason is that Japan wants to have an independent computer industry. Over the past 15 years we have struggled to catch up to IBM — for government and business, this has been our most important objective in the computer industry.

Now our technology is almost competitive with the IBM machine. And the time has come for Japan to change strategy, not just to follow IBM, but to do better.

To concentrate, then, on original technology, rather than improving on Western technology . . .

Yes, yes, the challenge for the future is to originate technology. The time of catch-up is ending.

The second reason is that Japanese government and business are reconsidering IBM's basic approach. IBM's concept is sequential processing, high-speed computers, plenty of core memory. But this concept will have to reach an upper limit.

At some point there will be no need to make computers any faster or to provide any more memory. There will be a limit to how far we can go with the IBM concept.

What's the alternative?

We should have a *new concept* of computer in the future — a concept to adapt to a dynamically changing environment. This is the second reason for our commitment to the fifth-generation computer.

The third reason is rather an emotional one. Japan has always been a follower in new ideas. Now, as I mentioned, we wish to go ahead of IBM and take some kind of leadership in this field, to contribute to the world. But it is more than that, more than ambition. Rather, it is more intuition, or sentiment — emotion even.

The typical European approach is very scientific. They will set their sights on some distinct technological possibilities and applications and then look at some of the consequences. Always a very analytical, scientific approach. However, the Japanese will sometimes

IN DEPTH

proceed on intuition. We will see very broadly the framework of a possibility, and if we can do that, if our imaginations are sparked, we will start.

These three reasons are why Japan started this project, in my opinion.

What are the most revolutionary aspects of this new concept?

The fifth-generation computers will mimic human recognition systems, just as if they had eyes or ears or noses, or could sense temperature. In this way, they will recognize input in many different forms and produce output that will be easily recognizable to ordinary people.

Do you think that such a machine is feasible?

In this respect — human recognition and sensory perception — the fifth-generation concept is much too ambitious, in my opinion. I don't think we will achieve everything we set out to do.

Other aspects of the new machines are more feasible. They will be self-running systems. They will operate some kinds of factories, controlling a variety of processes. They will recognize many different kinds of results and will determine adequate procedures, based on those results — all by themselves.

There will also be parallel processing systems. Not only one part, but several parts of the factory should be controlled by computers in parallel. By parallel we mean relationships between several kinds of different functions. It's a very complicated processing system.

What about artificial intelligence? What are the most difficult aspects?

The most important is the concept of associative memory, associative functions. This is a most difficult process, because association in memory implies an accumulation of experience and knowledge. Then this kind of accumulation will have some kind of association later on.

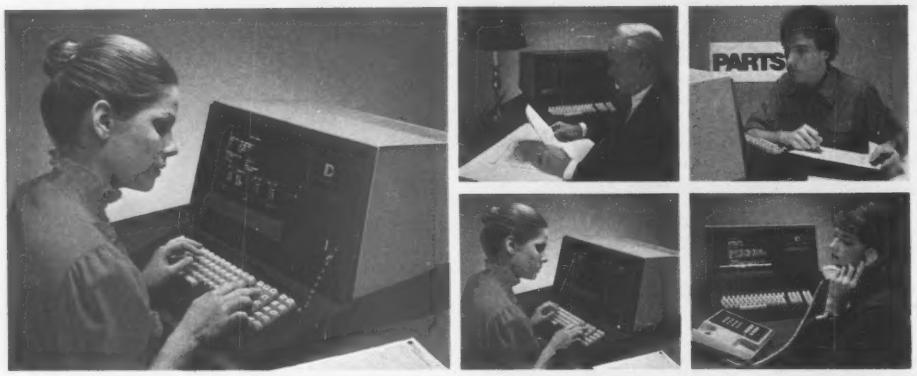
For example, if I climb a mountain and learn the best possible path to take, I will store this experience in my memory. Then, if I meet the same conditions again, I will associate the new conditions with my past experience and determine the best course of action.

The fifth-generation computer should also be able to learn from experience. Associative functions should be provided. These should be most useful in automatic translation, from Japanese to English and so forth.

What you will have is a computer very similar to the human brain. This is the most important aspect of the fifth-generation computers.

Assuming these machines can be built, what will they be used for?

I imagine many kinds of most important applications. As I mentioned earlier, the new machines will be extremely important in factory work. Already we have robots producing



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robots. In the future we will use all kinds of intelligent robots, not just for assembly or process control, but almost to replace mental labor, even judgment. Especially if fifth-generation computers become very small, they will be excellent in factory robot applications.

Also we shall have very excellent improvements in genetic science. Our understanding of human recognition systems will be an important part of our research into fifth-generation computers. If we can succeed at making this kind of human recognition computer, then genetic science engineering will advance in very significant ways.

I think this new technology will mean a cure to cancer. I envision these new computers linked together in a medical information network, on a global scale. We will have doctors and researchers able to access medical data from all parts of the world.

But the fifth-generation computers can do more than just retrieve data. They can *select* data, make important correlations between different medical findings and aid the doctor or researcher in his conclusions. With such intelligent assistants, the possibilities for medical advances are limitless. A cure to cancer cannot be far away.

How does this fifth-generation technology fit into the future "information society," as you envision it [see introduction]?

Of course, I wrote *The Information Society* before the fifth-generation computer project came into being. But many of the things we are trying to achieve with this new-generation machine mesh well with the kind of society I envisioned.

For example, the information utility — this is a very important concept in my book. By information utility, I mean an information infrastructure consisting of public information processing and service facilities. Anyone, anywhere and at any time will be able to get any information he wants. This will be typical of the information age — information that can be reached easily, quickly and inexpensively by everyone.

You will see the beginnings of this information infrastructure in libraries. Fifth-generation computers will make very excellent librarians, I think, and replace card catalogs with a much more efficient system. Now, when you enter a library, you must know the name of the book or the author to find the book you want. What if you only have an *idea* of what you want? Intelligent fifth-generation computers, in a library system network, will handle even vague requests and be able to make intelligent selections from available offerings of books. These computers will bring a new concept of library.

So far you've suggested that computers will replace librarians and factory workers. How will Japan and other countries cope with the social and economic impacts of the new computers — particularly unemployment?

There will be unemployment, yes. And this will be a serious problem for a while. But there must also be a new approach to work itself.

The first thing to understand is that the information society will be based on different values from the present industrial society, which is characterized by materialism and consumption.

We are at the threshold of a new age, an information age, in which human creativity and intellectual achievements will flourish. New technology, the fifth-generation computer in particular, will make this possible by freeing the individual to pursue his creative interests.

By taking away the burden of traditional labor, the new machines will give us more free time. On the one hand, this means unemployment, yes. But the new age will require a new concept of employment.

Society will have to redistribute jobs, I think. What you will see is a person working one week, not working the next week — alternating with another worker, one week on and one week off. By and by I think you will see workers on half-year shifts, working six months and then

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IN DEPTH

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'What will be the spirit of the times? What will be the concept characterizing the thought of the times in the information society? It will be globalism.'

— Yoneji Masuda
The Information Society as Post-Industrial Society

Yes, yes. I think that if people are made aware of the alternatives, they will make the right choices.

If we apply fifth-generation technology not just in the fields of military defense and space exploration, but also in social applications, also for personal usage, it will provide a fundamental basis for the most democratic of societies.

In the future we should have a new kind of democracy, the information democracy. It will be based on the right of every citizen to know, to utilize information, to participate in government and business decision making. Unlike Industrial Age democracy, the information democracy will be one of direct citizen participation. Videotex technology will play a special role in this participative democracy.

How will videotex contribute to the information democracy?

By providing two-way interactive information services, and interactive participation in government and business decision making. We already have plenty of experience with two-way community information systems in Tama New-Town and Hi-Ovis (see box on In Depth/11). These "computopolis" experiments are finished, and we are now thinking about developing those services commercially.

Japan also has videotex technology called Captains, which corresponds to Canada's Telidon and Sweden's Project Terese. The most critical problem is how to provide flexible software for them. There are very few software offerings now, and they are very expensive. I think the fifth-generation computer will bring many kinds of sophisticated technology, including advances in software development.

When you have ordinary citizens voting and expressing opinions through videotex-type technology, then you will have citizens decreeing their rights over big powers — government and business.

You assume that, given these new freedoms and capabilities, the individual citizen will use them wisely. And unselfishly.

We do not know what the future information society will bring. But making the right choices means we will have to develop social awareness — not only individual, but group awareness. If most people achieve this social awareness toward a rapidly changing environment, it will create a new ethic.

The new technology will require a new ethic. This ethic will be two-dimensional: First, it means greater self-discipline and control; second, it means a responsibility for social contribution.

I hope the fifth-generation computer project will provide leadership and encouragement, not only for technology but also for this new kind of ethic.

Is Japan in a better position to assume leadership of this project than any other country?

We are perhaps the best motivated to assume leadership, for the three reasons that I mentioned. But Japan cannot do it alone. Eight Japanese vendors are participating in the project now. Jipdec [the Japan Information Processing Development Center] is also asking for the participation of other companies from other countries — the U.S. in particular [see box on In Depth/19]. To my knowledge, companies like Sperry Univac, Burroughs and Honeywell in the U.S. and CII-Honeywell Bull in France have expressed interest. Sheer interest — no commitment.

Perhaps by the end of this year it will become more clear which companies will actually join this program. It is hoped that IBM will join, because IBM is a giant, of course, and we hope to gain the benefits of their knowledge.

Also, we are talking about many different kinds of new technology that will go into this project. I believe the whole computer community should contribute, not only for private companies, not only for one country; it will be a contribution to the whole human race.

Now we have a new frontier into the 21st century. It is not the work of Japan alone.

With the current trade barriers between the U.S. and Japan and hostilities among other nations, what could motivate this cooperation?

There remain many kinds of difficult barriers, yes. Initially, profit will be a strong motivator — perhaps the only motive for participation. But I think that when we begin to achieve this fifth-generation capability, when people begin to see the opportunities for human fulfillment, it will provide a fundamental condition for more harmonious and more global thinking.

That's a very fantastic notion, isn't it?

However, this is very fantastic tech-

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Shows users how to become an integral part of the application development process, from requirements and specification phases to the final program. Team attendance with a DP professional is encouraged.

Information Center implementation (2½ days)

Information Centers help shorten the development cycle by providing highly productive tools and applications directly to the end users. This course is for managers responsible for the development and support of end-user facilities and for Information Center DP professionals interfacing with end users.

Planning for office systems (3½ days)

Teaches planning for office systems applications integrated with information processing and communications plans to meet user productivity needs.

Application backlog management (3 days)

Students will be able to more accurately understand the end user's requirements, estimate the scope of the work, determine the business case and assess risk. Helps to assure proper prioritizing of the application backlog based on return on investment and other objectives. Team attendance with DP is suggested.

Disaster recovery planning (2½ days)

This course demonstrates the techniques needed to help identify critical applications and shows how to implement, test and maintain an effective back-up capability before a major disaster strikes the computer facility.

Auditing and controls in data processing (3½ days)

The fundamentals of how to plan and implement an effective DP audit program are demonstrated, including the use of the computer as an audit tool.

Continued on next page ▶

Learn to manage people and systems.

These ISMI courses teach DP managers and potential managers the skills to provide effective leadership with people as well as how to utilize available resources to meet present and long-range information requirements.

Managing data processing (3½ days)

Intended for middle and upper management in the DP organization, this course teaches managerial skills such as long-range planning, team building, goal setting and analyzing big financial issues.

Project management (3½ days)

New managers in project environments learn leadership in project-team activities, how to plan and develop projects, estimate, schedule, measure, and control performance, with emphasis on managing people.

DP operations management (4½ days)

Shows newly appointed and potential operations managers the techniques of effective management within DP operations, working with people to better handle current issues such as security audit, job accounting and charge-back, and work-week alternatives.

Financial strategies for DP executive (3½ days)

Teaches DP executives the financial effects of major DP acquisitions. Concentrates on three key areas: corporate financial considerations, analysis of lease/rent/buy alternatives, and a comprehensive study of types of leases.

Simplify management systems.

This series of courses is aimed at improving the effectiveness of management systems, including those in the systems communications environment. Their primary goal is to increase systems availability, along with the capability to better respond to end-user requirements.

Management control of DP service (3½ days)

This course teaches the essential controls or systems management processes required to effectively manage the DP environment as a business. These processes are described in terms of the logical decisions and activities that must be performed, the data required to make those decisions, the tools, techniques, and organizational alternatives for implementation.

Problem and change management design (3½ days)

Teaches the requirements for detailed design and implementation of problem and change control processes, including the objectives, functions, coordination, data requirements, and reporting and control procedures vital to delivery of DP services.

Disaster recovery planning (2½ days)

This course demonstrates the techniques needed to identify critical applications and shows how to implement, test and maintain an effective back-up capability–before a major disaster strikes the computer facility.

Auditing and controls in data processing (3½ days)

The fundamentals of how to plan and implement an effective DP audit program are demonstrated, including the use of the computer as an audit tool.

Availability planning and management (3½ days)

Designed for strategy and policy setting management. A business executive's approach to high availability I/S service: when it's justified, who's responsible, what's required to obtain and sustain it.

Service level management (3 days)

The process of planning, budgeting and allocating I/S resources to deliver quality computing services to end users. Key focus: enhance end-user productivity.

Data security planning (3 days)

How to select, implement and administer security controls. Identifying exposures, assessing risk and developing cost-effective procedures against the unauthorized destruction, modification or disclosure of data.

Operations analysis and management control (3½ days)

Experienced operations managers and senior staff in a host environment learn the management skills to establish procedures, develop measurements, and plan bypass and recovery techniques to meet user needs.

Managing data communications systems (3½ days)

Focuses on how to establish effective centralized control in the communications network environment. It details the technological, organizational, and managerial solutions for effective network management.

SNA problem determination workshop (9½ days)

A series of hands-on problem-solving exercises in ISMI's specially equipped laboratory. Uses hardware and software tools to interpret network data to isolate problems. Teaches skills to help reduce problem resolution time and improve end-user availability.

Speed up application development.

ISMI offers a series of specific courses designed to attack and reduce the application backlog. They demonstrate successful techniques to plan and control project priorities, to accelerate project development, and to improve project quality and end-user satisfaction.

Accelerating application development (3 days)

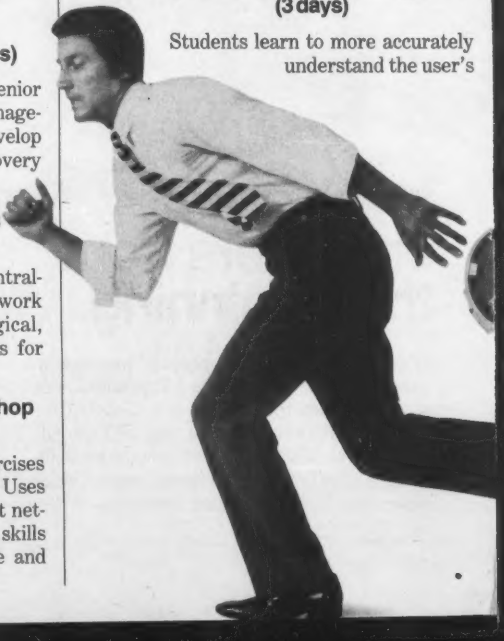
Teaches the tools and techniques needed to improve the quality and rate of application development. The role of proper management in achieving these goals is emphasized.

Project planning and control for users (3 days)

Shows users their role as an integral part of the application development process from requirements and specifications to delivery of the final product. Team attendance with DP professionals is recommended.

Application backlog management (3 days)

Students learn to more accurately understand the user's



requirements, estimate the scope of the job, determine the business case, and assess the risk. Helps to assure proper prioritizing of the application backlog based upon return on investment and other objectives.

Top-down requirements analysis (3 days)

Students learn how to specify systems that meet user needs and how to produce functional specifications that are easy to understand, maintain and implement.

Top-down software design (4½ days)

The use of advanced top-down structural design techniques, in both batch and online environments, to reduce development time and maintenance costs.

Application test and maintenance (4½ days)

How to define and install the policies and techniques that can reduce the cost of test and maintenance procedures, stressing product quality and end-user satisfaction.

Implementing software inspection (3 days)

Learn proven procedures for early detection of errors and inconsistencies in design, code and test plans, with the specific steps required for formal inspections.

Project implementation (4½ days)

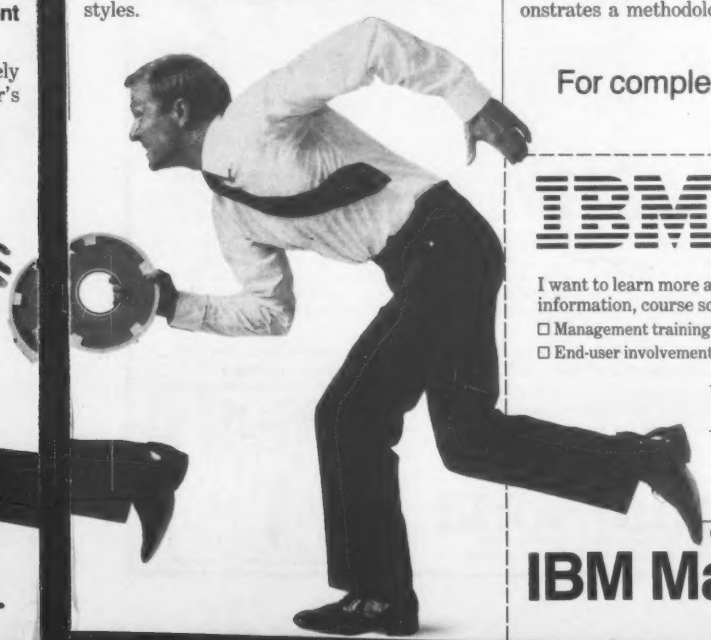
Managers, supervisors, and senior DP staffers are taught to assess, develop, and modify a phased project methodology to help finish projects on time, within budget, while meeting user expectations.

Information Center implementation (2½ days)

Shows how to organize, implement, and promote an Information Center to provide highly productive applications directly to the end user, without the need for a lengthy development cycle.

Strategies for solving development problems (3½ days)

Teaches effective strategies for dealing with application development problems. Students develop, evaluate and select solutions to real-life problems and examine their personal styles.



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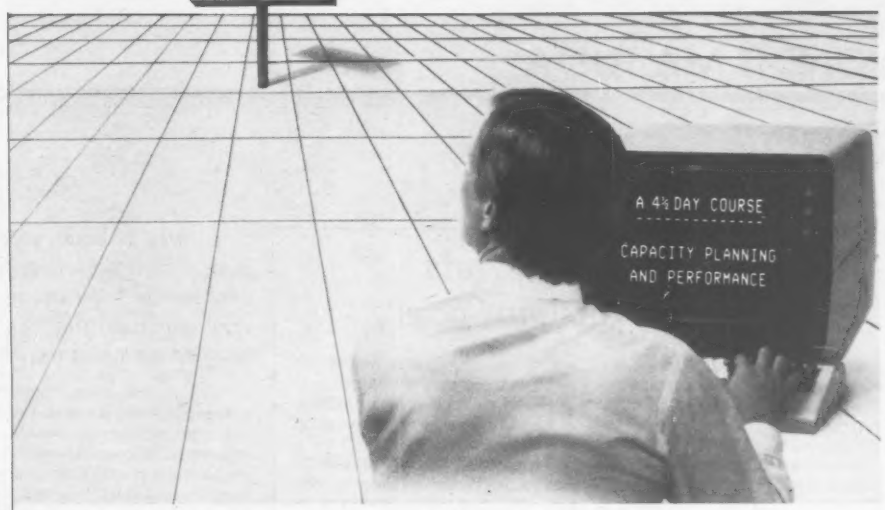

Plan systems that keep on producing.

These ISMI courses teach systems planning methodologies to set long-range goals, schedule activities and measure performance to meet business objectives–without interfering with day-to-day information needs.

Data base administration and design (4½ days)

Presents techniques to design and administer data bases for an integrated shared-data environment. It also explores and defines the organizational impact of such environments.

Availability planning and management (3½ days)

Designed for strategy and policy setting management. A business executive's approach to high availability I/S service: when it's justified, who's responsible, what's required to obtain and sustain it.

Information systems planning (3½ days)

Designed for attendance by DP managers, end users, and top management; this course demonstrates a methodology for successful long-range planning: how to identify needs based upon business priorities, and how to design and maintain a long-range business systems plan.

Capacity planning for managers (3 days)

This course presents the issues and techniques of performance management and capacity planning, together with a methodology for making planning decisions.

Capacity planning and performance (4½ days)

From modeling performance, using queuing formulas, to validation techniques and model refinement, this course teaches the use of tools for critical decisions in capacity planning and performance prediction.

Planning for office systems (3½ days)

Teaches planning for office systems applications integrated with information processing and communications plans to meet user productivity needs.

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IN DEPTH

Drawing Blueprints For an Information Society

The "Plan for an Information Society: A National Goal Toward the Year 2000," well into practical application, sets goals for a model society that are realizable by 1985.

The "Intermediate Impact Plan," which required an investment of $3 million from 1972 to 1977, and a "Long-Term Basic Plan," budgeted for $65 billion from 1972 to 1985, break down as follows:

- **Administration data bank ($300 million):** aimed at controlling Japan's administrative and statistical data.
- **Computopolis plan ($1,169 million):** an experiment in future life in the information society. (More information on the computopolis plan on In Depth/11).
- **Regional medical system ($277 million):** automated hospitals incorporating remote-control care and emergency medical aid.
- **Computer-oriented education ($266 million):** experimental schooling, involving preschool through university students.
- **Pollution prevention ($584 million):** a measuring, warning and control system.
- **Think-tank center ($386 million):** a high-rise building in Tokyo designed to accommodate government and private think tanks, with associated computerized information facilities.
- **Introducing MIS in small businesses ($127 million):** to speed the modernization of small enterprises.
- **Labor redevelopment center ($179 million):** designed to train older citizens for reemployment in technical careers.
- **Computer peace corps ($10 million):** a team of technical specialists and consultants dispatched to developing nations.

Source: The Information Society, *Yoneji Masuda, World Future Society, 1981.*

'As early as kindergarten, students can propose opinions or ideas to their schoolteachers, and if the ideas are approved, they may use the self-running computer to actualize them. This is a very important function of self-running systems: it means an early education in the information democracy.'

nology. In some ways, as I said, it is too ambitious. Sometimes we cannot achieve all that we set out to do. But we have the potential for a new concept of computer. If we can succeed at creating this new concept, we will have achieved much.

Where will it all begin?

If corporations succeed in creating a new kind of robot, this will be a start. Today Matsushita has intelligent robots on the market. Other companies are competing to invent sophisticated intelligent robots, and then this will contribute to the fifth-generation computer project. It will lead to many kinds of advances into associative memory or self-running systems.

Then perhaps at least part of this project will succeed completely. But artificial intelligence is a new and difficult concept. We do not know what kind of logical structures there are in the brain. It will require a very concentrated effort.

In the long-range aspect, this fifth-generation computer project will contribute to human well-being. Because this is a very important concept of computer. Not only control systems, the more complicated field of associative or self-running systems, or the many kinds of sensory recognition, just like the human body — these are not the most important aspects. The new computer will contribute to improved knowledge creation, the development of personal abilities and a change in human attitudes.

You suggest that the new technology will require a change of attitude, or perhaps bring about those changes. How do we overcome resistance to change?

Well, for example, in Japan we have made very big improvements in the field of office automation. Not only top management but also middle managers and clerical workers have begun to use personal computers for decision making.

This is something very new — for people to recognize the computer as a very useful personal tool. If computers were also introduced into the schools, students would recognize the importance of computers and then change their attitudes. And students will introduce computers to their families and change their attitudes, too.

As these kinds of improvements are recognized by ordinary people, by and by we will see a change in their attitudes.

How do you see fifth-generation computers being introduced into schools?

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Fifth-generation computers should be introduced in kindergarten classes. Self-running computers will be very easily accepted by kindergarten children, who will learn to actualize their ideas through computers. They can propose opinions or ideas to their schoolteachers, and if the ideas are approved, they may use the self-running computer to actualize their ideas. This is a very important function of self-running systems: it means an early education in the information democracy.

And, in the future, student will become teacher. Teacher will become student. Because we do not have any experience with self-running systems. Students like these should be given the first opportunity to experience this kind of computer, especially since they are "soft-mannered." They are not afraid of computers. And the computer will provide a very sophisticated society for them.

What about the negative impacts of the new technology? Doesn't this powerful new computer pose serious threats to personal privacy?

The privacy issue will become a very important problem. But if we think only about protection of privacy, that belongs to the more negative attitude toward computers. Of course, we must have more important programs to prevent privacy abuse. However, on the other hand, we should want to contribute our personal data voluntarily into the information utility. When people see the advantages of sharing information to fulfill their personal aims, the privacy issue will lose its meaning.

As an example, I mentioned that the fifth-generation computer will be important in cancer research. Access to personal medical data will be vital in this process. Perhaps there may be no need to provide names and addresses with the personal data — perhaps only the medical experience should be input. It is still personal data, and it might mean privacy invasion. But which is more important — privacy or a cure for cancer?

Who is going to convince ordinary citizens that sharing information is more important than privacy protection?

Government leaders should launch an educational campaign to show

The 'Computopolis' Projects: Visions of the Future

In 1973 the Living Visual Information System Development Association was formed in Japan to unify two "computopolis" projects: Tama New Town and Higashi-Ikoma New Town.

Tama New Town, 30 kilometers from Tokyo, was chosen for an initial experiment from 1975 to 1977. It included 500 households and 11 community information services based on coaxial cable information systems (CCIS). A total of $4 million was spent laying the lines.

The TV-based services included original telecasting, which allowed local residents to participate in preparing telecasts. Other services included facsimile services, allowing newspapers and local stores to transmit news and sale announcements directly to homes, and two-way broadcast and response services.

The Higashi-Ikoma Optical Visual Information System (Hi-Ovis), located in the Nara prefecture, was completed in seven years at a cost of $16 million. It uses optical fiber cable instead of copper cable for two-way multiplex transmission of voice, images and data.

Said to be the world's only optical fiber communications network in practical use, Hi-Ovis initially linked 158 households and 10 public institutions. Its services were similar to those in Tama, but richer in quantity and quality.

Both Tama CCIS and Hi-Ovis are significant, according to Yoneji Masuda, because (1) they serve as an important infrastructure of a future information-based community, and (2) the systems were very effective in enabling local residents, including housewives, to participate more fully in community activities.

Source: The Information Society, *by Yoneji Masuda, World Future Society, 1981.*

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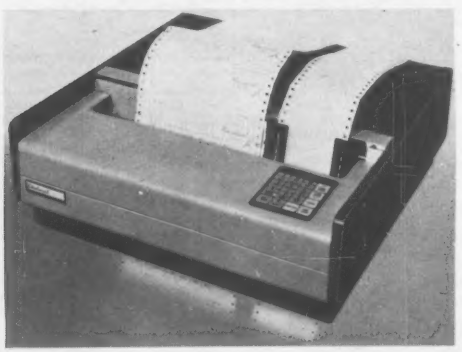

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that this kind of new technology will benefit human beings — for health care, social applications, to fulfill personal rights. And governments should also begin to use computers themselves — not just for special interest groups or political usage, but for social purposes.

The Japanese government has sponsored this kind of effort through the Japan Computer Usage and Development Institute. This is where the "Plan for the Information Society" began, which was the basis for my founding the Institute for the Information Society. The plan emphasizes social applications, including pollution control, medical information systems and a computer "peace corps" [see box on In Depth/10]. Already we have accomplished much, but much remains to be done.

Of course, it will take a long, long time before widespread social awareness is achieved. We will not see a revolutionary transformation. But it will happen, very steadily, it will happen — because there is no alternative.

Who will be the leaders of this new society? Will computer technicians be a new political force?

Ordinary citizens will be the leaders. Of course, in the future, everyone will be a computer user, everyone will be an "expert." By and by computers will become very cheap and also they will provide very sophisticated software for use by ordinary people. Especially in office automation, educational institutions, personal computing, videotex systems — everyone will use computers in very sophisticated ways.

Right now, in the United States, almost all computer users — scientists, software houses, business users — think only of the technological or business aspects of automation, with the aim of achieving more profits. I hope they will begin to see the more important aspects of social applications and personal computer usage.

What role will you play in creating this change of thinking?

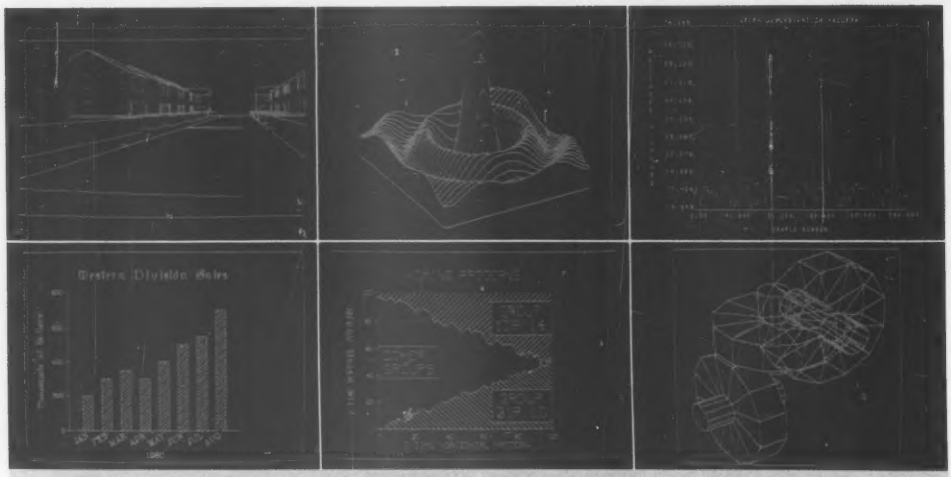
I hope that my book, *The Information Society*, will provide one kind of leadership. Now my philosophy seems very strange. But by and by, almost all people will understand the new way of thinking, and fifth-generation computers will provide a more appropriate environment for people to learn. I think information technology will create the most important societal revolution since the invention of the steam engine. And the fifth-generation computer is much more important than motive power — much more splendid.

I see the fifth-generation computer as a way for the individual to paint on the invisible canvas of his future — and then actualize the design. It will be the basis for a new information democracy, with new possibilities for the individual.

I hope that *Computerworld* will contribute to this kind of thinking.

About the Interviewer

Catherine Marenghi is CW's senior editor, features.



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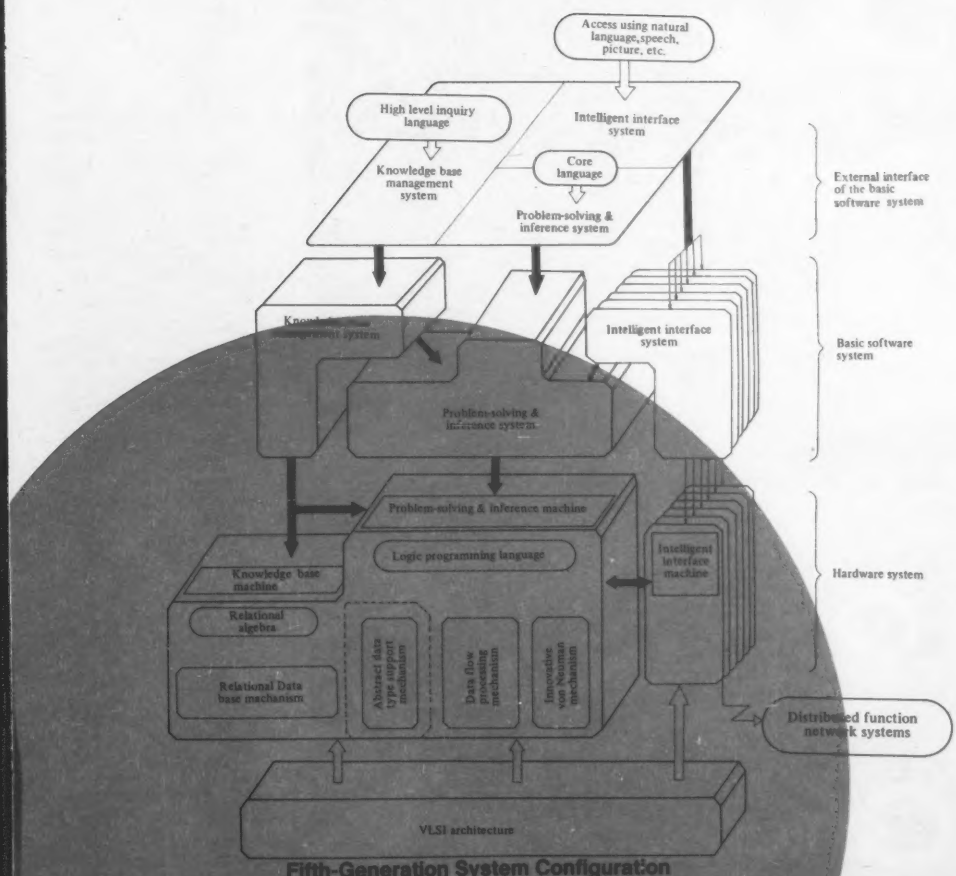
WHAT TO EXPECT FROM THE 5th-GENERATION COMPUTER

BY SHOHEI KURITA

JAPAN IS ENTERING AN AGE OF UNCERtainty. Known for its industrial productivity, the country has a gross national product in excess of $1 trillion, about 10% of the world's total production.

However, several roadblocks threaten Japan's continued prosperity. First, the country is densely populated, with 2.7% of the world's population but only .3% of its total land area. Energy and natural resources are scarce.

Moreover, Japan is an aging society. In this decade its population over the age of 65 will grow four times faster than in most other countries, while its younger labor force diminishes. In this rapidly changing society, there is a special need to develop computers that may be easi-



Fifth-Generation System Configuration

Chart Courtesy of Mitsubishi

IN DEPTH

ly used by laymen, including the aged.

By 1990, Japan will produce about 12% of the world's total goods and services. At the same time, it will be called upon to help control pollution, unemployment and societal misunderstandings. To balance its economic development in the 1990s, to overcome bottlenecks to productivity and to play a leading role in world economic development, Japan will rely heavily on technology — in particular, fifth-generation computer technology.

To this end, the Japan Information Processing and Development Center (Jipdec), under the auspices of the Ministry of International Trade and Industry (Miti), has undertaken an ambitious study project to envision the fifth-generation computer systems of the 1990s and thereby define the goals of research and development in the '80s.

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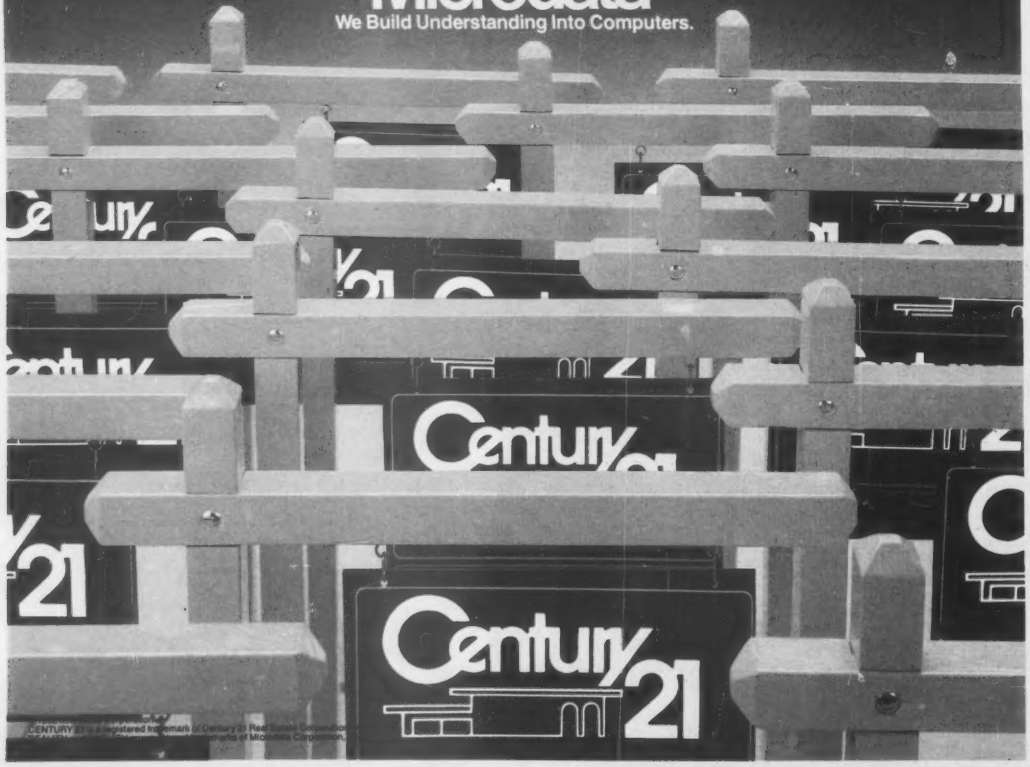


Roadblocks to Prosperity

Let us review the roadblocks Japan must overcome.

First of all, Japan is contending with low productivity in a number of areas: agriculture, forestry, fishing, public services, clerical work, government services and distribution — all labor-intensive fields. Mr. Hajime Karatsu, managing director of Matsushita Communication Industrial Co. and chairman of the fifth-generation computer project's Subcommittee for Systematization Technology, has pointed out that product prices in the low-productivity fields are rising much faster than prices in the high-productivity, high-technology fields. For example, the price of a haircut has quadrupled from 1970 to 1980, while the price of a 12-inch black-and-white TV has dropped 40%. This imbalance is intolerable.

Second, we are all living in an era of internationalization. The computer and communications revolution is bringing countries closer together. For Japan, this means meeting international competition and contributing to international cooperation. With a shortage of land and natural resources, it is impossible for Japan to be self-sufficient in food and energy.

On the other hand, Japan has one precious asset: a highly educated, diligent and top-quality labor force. Japan's human resources will help offset its disadvantages in natural resources through cultivation of another resource, comparable to food and energy: information. Knowledge-intensive industries will not only help Japan meet international competition, but will also enable it to contribute to international economic development.

A third problem is the energy shortage and the lack of natural resources, not only in Japan but throughout the world. One of the most important tasks facing mankind in this century is how to use our world's finite resources effectively. Computer technology will help minimize and optimize energy consumption, improve the efficiency of energy conversion and provide simulation technology in developing new energy sources. More important, the industrial system it-

self could be expected to change into a knowledge-intensive information industry which would be, by its very nature, non-energy-consuming.

Fourth, as mentioned above, the Japanese are a rapidly aging people because of the low birth rate in a highly educated society. The problem is expected to grow at an unprecedented rate in the coming decade. People above the age of 65 will comprise 12% of the population by 1990. Rapid increases in medical expenses and welfare costs, together with the relative reduction in the younger labor force, could lead to formidable social problems. Accordingly, fifth-generation computers will help Japan cope with such problems and aid the development of streamlined medical information systems, health management systems and lifetime education systems for the aged.

In light of these roadblocks, the social requirements of computers in the 1990s will be as follows: (1) to increase productivity in low-productivity areas, (2) to meet international competition and contribute toward international cooperation, (3) to conserve energy and natural resources and (4) to cope with an aged society.

Technological Foundation

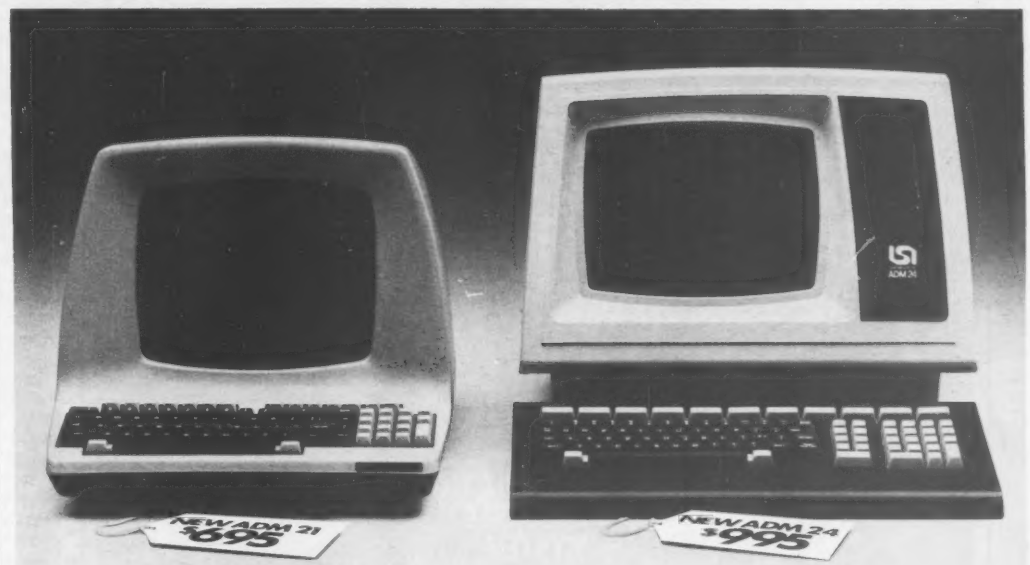
Jipdec's "Preliminary Report on Study and Research on Fifth-Generation Computers" describes the limitations of today's computer systems as follows:

"Computer technology has, from its birth on, consistently and emphatically been aimed at high-speed operation and large capacity and has been developed mainly for processing numerical calculations. As a result, computers have had significantly limited functions in terms of input and output processing that restricted their applications, and this has caused considerable inconvenience.

"As applications for computers have become widespread, from the initial scientific and technical computations to the more recent business data processing, there has arisen a strong need for freer input/output capabilities such as by speech or voice, images, graphics and the like, all of which are natural forms of information transmission for man. The high cost of hardware up to now has not only minimized the number of functions capable of being carried out by it, but has also gradually increased dependence upon software, the proliferation of which has led to a situation called the 'software crisis.'"

An undesirable side effect of this software crisis is that computer architecture, constrained by software, has become inflexible. Computers cannot meet the demands of new applications as long as they continue to rely on existing technologies.

The seeds for the development of new technology, permitting new architectures and new functions, have matured. These include very large-scale integration (VLSI) technology, high-speed device technologies, the integration of computer and communications technologies, parallel-processing technologies, software engi-



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IN DEPTH

neering and research into artificial intelligence and pattern recognition.

In short, the problems with today's systems center on the following:

- Numerical operations.
- Sequential control and minimal hardware functions.
- Centralized processing.
- Software costs.

Profile of Fifth Generation

According to the Jipdec's preliminary report, the functions to be required of fifth-generation computer systems will be as follows:

- Increased intelligence and ease of use.
- Functions that enable input and output via speech or voice, graphics, images and documents. Enhancement of I/O functions that serve as the man-machine interface is of prime importance in making computers easier to use.
- The ability to process information conversationally using everyday language. As computers penetrate further and further into every field of our society, this natural language capability will open up more opportunities for laymen to gain direct access to needed information.
- The ability to put stored knowledge to practical use. In order to use computers more effectively as problem-solving tools, we will equip them with specialized knowledge, or knowledge bases, related to the fields in which they are employed. By putting these knowledge bases to practical use through improved artificial intelligence, computers will be better able to lighten the burden on their human operators as well as serve a consultant role.
- The functions of learning, associating and inferring. With such abilities, computers would be able to clarify even vague requests. Using their vast ability to store information and with new judgment facilities of their own, they could help expand the capabilities of humans as well.

Ease of Use

Fifth-generation computers should provide a friendly man-machine interface, sophisticated functions and performance, artificial intelligence and an advanced data base and communications network. Their functions should meet the following five requirements:

First of all, they must provide functions that are easy to use even without professional knowledge. For example, these functions should be able to process multiple input media and natural languages. They should have "common sense" or, in some cases, expertise.

Second, they must support human beings in their judgment or decision making.

Third, they must be capable of flexible configurations applicable to a wide range of jobs.

Fourth, they must, to some extent, be capable of automatic programming and program revision, or facilitate programming without the need for written commands.

And finally, they must provide reliability and good cost/performance, with automatic debugging and recovery from failures, while at the same time providing sufficient information security. They should be usable at any time, anywhere.

In such systems, new technologies and non-Von Neumann machines will support the functions above mentioned, combined with existing technologies still under development.

Basic Configuration

The fifth-generation computer systems should be developed at all levels, from small- to large-scale machines, in order to process diversified applications. The machines of all performance levels must have common languages as well as the following three basic functions (the remarks in parentheses indicate the correspondence with conventional computer systems):

1. Problem-solving and inference machine (central processing unit). This machine will target a maximum performance of 100M to 1G logical inferences per second (Lips). One inference operation on a present-day computer is said to require 100 to 1,000 steps; hence, 1 Lips is equivalent to 100 to 1,000 instructions per second. Present-generation computers are capable of 10^4 to 10^5 Lips.

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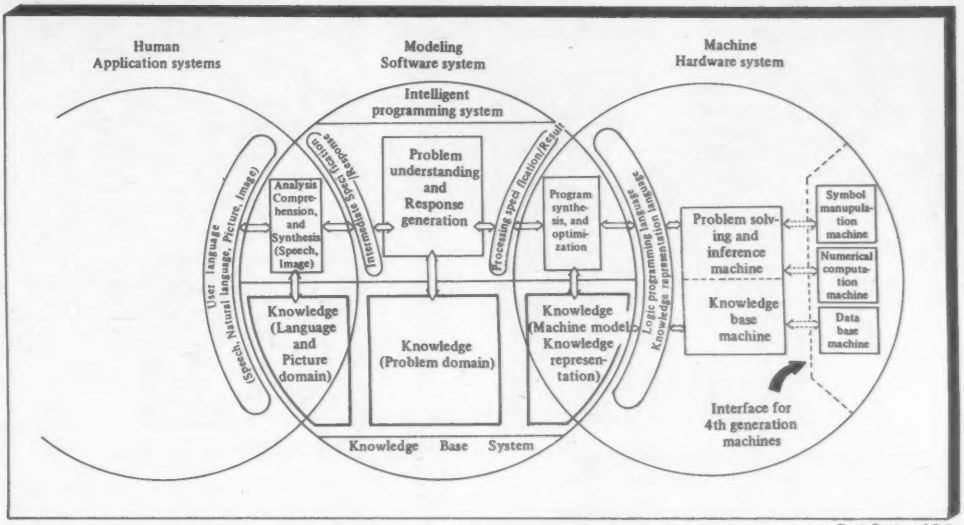
2. Knowledge-base machine (main memory with virtual memory facilities and file system). The core data base machine will have a maximum capacity of 100G to 1,000G bytes.

3. Intelligent interface machine (I/O channels and I/O devices).

It must be emphasized that there will be more than one fifth-generation system. Those computer vendors who are participating in the Jipdec project (eight Japanese vendors are participating to date) will each develop their own version. The new systems will come in a number of sizes and configurations and meet a variety of applications. Their common aims are the following: ease of use, ability to process nondeterministic jobs, high intelligence, superspeed CPU and connection to giant data bases.

There will also be machines of several performance levels within each of these small to large systems to permit flexible configurations according to application or function. The diagram on In Depth/13 shows a fifth-generation system configuration. The machines are to be structured according to function on various new architectures — including a data flow machine — which are based on VLSI architecture, and each system is to be a combination of machines suitable for various individual applications or needs.

Furthermore, from a macro perspective, large-scale distributed processing systems, in which the system shown in the figure might serve as one of the principal elements of a local or global network, are also being considered and researched.



Charts Courtesy of Jipdec

Figure 1. Conceptual Diagram of Fifth-Generation Computer Systems

Knowledge System

Fifth-generation computer systems will be knowledge processing systems with problem-solving functions of a very high level. In these systems, artificial intelligence will be greatly improved to approach the intelligence of a human being, and, when compared with conventional systems, the man-machine interface will more closely parallel the human system.

Figure 1 shows a conceptual diagram of the fifth-generation computer system. As shown in the figure, a powerful problem-solving mechanism based on problem understanding and inference functions, knowledge bases and so forth is located between the human system and the conventional machine functions.

The following functions will be integrated capabilities:

- Understanding problem description and requirement specifications.
- Synthesizing processing procedures.
- Optimization between machine system and processing procedures.
- Synthesizing response based on outputs from machine systems.
- Intelligent interface functions capable of understanding speech, images, natural language and so on.

The knowledge bases that support these functions will contain the following:

- Knowledge of the languages to be used for man-machine communication.
- Knowledge of problem areas to be solved.
- Knowledge of machine systems.

Constituent Software

Figure 2 shows the software system configuration. The elements and their functions are as follows:

(1) Basic software system. The basic software system consists of the three subsystems — problem-solving and inference, knowledge-base management and intelligent interface — which are the basic functions of the fifth generation.

(2) Intelligent systemization support system. The system provides the human designer intelligent functions to support systematization work based on the knowledge base contents. It consists of three subsystems: intelligent programming, knowledge base designing and intelligent VLSI designing.

(3) Intelligent utility system. This

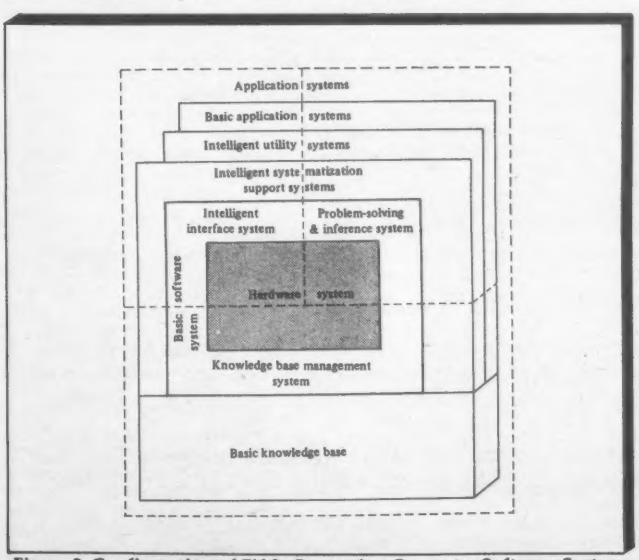
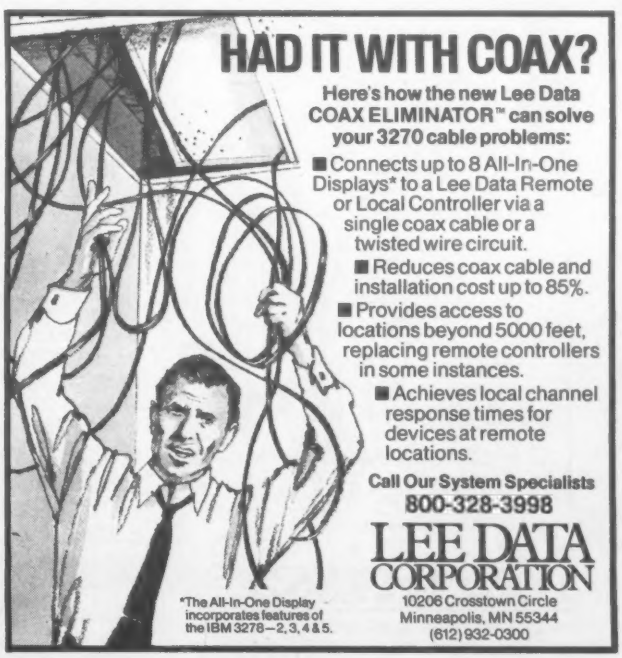


Figure 2. Configuration of Fifth-Generation Computer Software System



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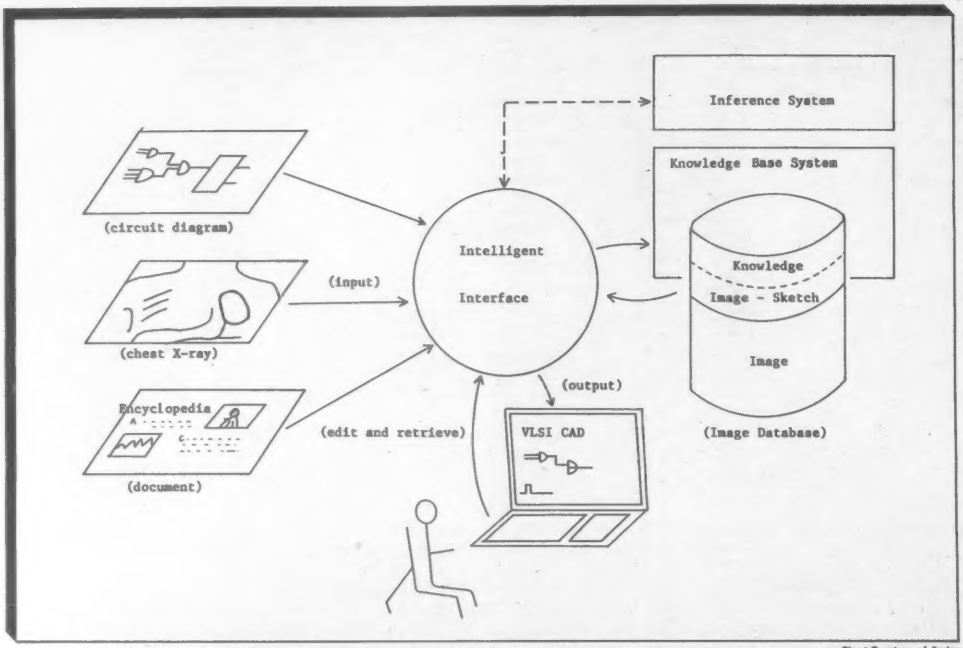

Figure 3. Concept of Pictorial Functions at Intelligent Interface

Chart Courtesy of Jipdec

system's functions allow easy use of the entire computer system and make it highly reliable. The utility system includes programs to support the portability of software and data base from other machines, user guidance functions and automatic inspection and repair functions for preventing and detecting failures.

(4) Basic knowledge base. The basic knowledge base supports the operation of the system itself in addition to containing the accumulated valid and universal knowledge necessary to the user. Generally, there are three types: the general knowledge base that mainly relates to the understanding of natural languages, the system knowledge base related to the system itself and the applied knowledge base containing specialized knowledge for various applications.

(5) Basic application system. The following types of basic application systems can be cited:

- Machine translation system.
- Question-answering system.
- Applied speech understanding system.
- Applied picture and image understanding system.
- Applied problem-solving system.

(6) Application systems. The fol-

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Planners of the Next Generation

The Japan Information Processing Development Center is a nonprofit organization established in 1967 with the support of government and related industries.

When Miti conceived its ambitious Fifth-Generation Computer Development Project, it initiated a two-year study phase from 1979-80 and established the Committee for Study and Research on Fifth-Generation Computers under Jipdec. The committee's purpose was to identify critical areas of technical R&D, to formulate development policy and plans and carry out fundamental studies for the establishment of organizations and systems required for developing the new technology.

Jipdec's work includes surveys, R&D, consulting, education, public relations and international exchange.

Its publications include the *Jipdec Report*, published quarterly in English, and the annual "Computer White Paper" in Japanese and English, covering computing trends and developments in Japan and the rest of world.

More information on the organization and its work may be obtained from Jipdec, 5-8, Shibakoen 3-chome, Minato-Ku, Tokyo, 105 Japan.

lowing systems can be thought of as examples of knowledge information processing application systems:

- Intelligent computer-aided design (CAD) system.
- Intelligent computer-aided instruction (CAI) system.
- Intelligent office automation system.
- Intelligent robot.

Intelligent Interface

According to Mr. Hozumi Tanaka of the Miti's Electrotechnical Laboratory, the following techniques may be required to realize an intelligent man-machine interface with the function of picture and image processing as shown in Figure 3.

- Intelligent input — the ability to input pictorial and/or image data at high speeds with intelligent control.
- Image-sketch-relation conversion — the ability to extract features (shape, geometric, gray level, texture and so on) and structures (spatial relationships) as sketches from images. These sketches are represented in symbolic form and stored in a relational knowledge base.
- Efficient image storage — the ability to compress the original two-dimensional data to efficient codes if necessary for images that cannot be converted into sketches. Otherwise, these images are stored in two-dimensional form in a high-speed image data base machine.
- Flexible data manipulation — the ability to manage the above two data bases by operations of insertion, deletion and replacement. These editing operations may be performed interactively at an easy-to-use console. In addition, special image operators should be prepared for constructed sketches and images. Images in the data base can be retrieved by giving examples and calculating similarities. These query examples are provided in a string of symbols and/or by the pictorial form.
- Intelligent data output — the ability to reconstruct images from sketches and from compressed data in the display console. Here we need a display mechanism to look at a local area in detail as well as to monitor a global outline of a given larger image. In addition, hard copies are to be generated with high resolution in an attractive color format.
- High-level control. The ability to control the above primitive functions by high-level control languages, image representation and de-

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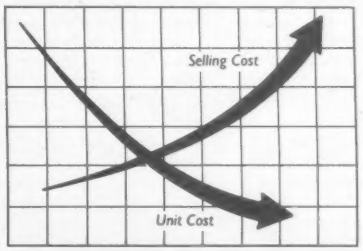

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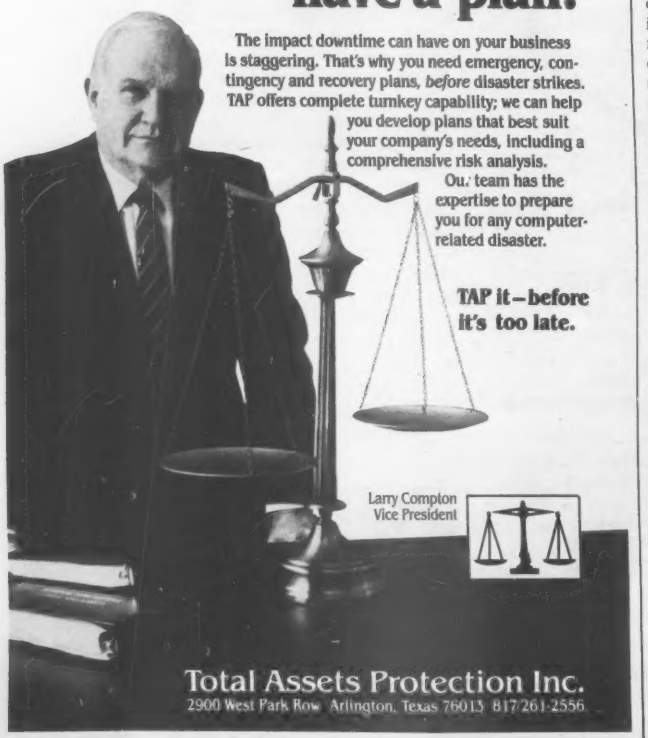

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Basic application systems	Machine translation system Question-answering system Applied speech-understanding system Applied picture- and image-understanding system Applied problem-solving system
Basic software systems	Knowledge base management system Problem-solving and inference system Intelligent interface system
New advanced architecture	Logic programming machine Functional machine Relational algebra machine Abstract data type support machine Data flow machine Innovative von Neumann machine
Distributed function architecture	Distributed function architecture Network architecture Data base machine High-speed numerical computation machine High-level man-machine communications system
VLSI technology	VLSI architecture Intelligent VLSI CAD system
Systematization technology	Intelligent programming system Knowledge base design system Systematization technology for computer architecture Data base and distributed data base system
Development-supporting technology	Development support system

Source: Jipdec

Table 1. Themes in Fifth-Generation Research and Development

scription of manipulation procedure. High-level protocols to the inference engine and knowledge base system are defined as an intelligent interface.

Fifth-Generation Expectations

Fifth-generation computers will be as abundant as air in the 1990s, and ordinary people will access and use information as naturally as air. "The new machine may be put into our daily work quite naturally," Matsushita's Mr. Karatsu says. "Today's computer does not tolerate a single error. On the other hand, fifth-generation computers should work correctly following orders written in ambiguous natural language. This will mean the popularization of the computer."

In manufacturing, intelligent robots will be highly productive, operating in dangerous environments and freeing human laborers from dull and repetitive tasks.

Computers will open or create new markets, such as shopping via home terminals or selling or exchanging information among data banks, data bases and information utilities. The next-generation computers will stimulate the advent of a multichannel society in which individuals can select products from a wide variety of sources. This multiple choice can be achieved without raising prices.

In the medical information processing field, various applications are being studied: hospital general administration, clinical information processing, direct patient monitoring, physiological modeling, medical records, medical statistics, patient counseling and diagnostic aid. The knowledge-based fifth-generation computers will play important roles in this field.

In education, user-friendly computers connected to CAI curriculum data bases or spatial data management systems will stimulate a revolution in teaching. They will ease the problem of student dropouts and give individuals the opportunity to study or learn at their own pace, anytime and anywhere they wish.

Government and public industries will experience improved productivity as a result of fifth-generation computers. The systems will help smooth their heavy information processing burden and ease the internationalization process.

The social needs of the '90s will define the direction of the fifth-generation computer. When these new systems are widely used by laymen, they will impact the social structure and human life-styles.

Office Automation

Jipdec's study of office automation concepts, conducted in 1980, uncovered an overwhelming need in Japan for these technologies.

In terms of applications, there is a great demand for image processing, including manual preparation in conjunction with charts, pictures and written statements; blueprint storage and retrieval; and preparation of specifications, proposals, reports and so forth from large corporate data bases.

If a company wishes to do business overseas, it has to prepare huge quantities of English manuals and documents. At present, the laborious task of translating Japanese into foreign languages, mostly into English, and compiling such manuals is carried out manually. For non-English translations, the pool of qualified

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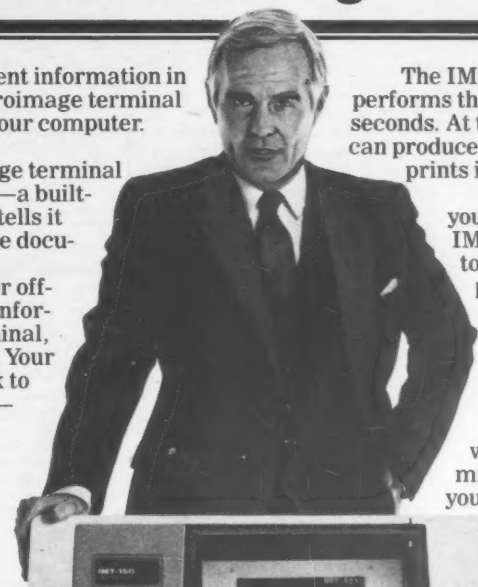

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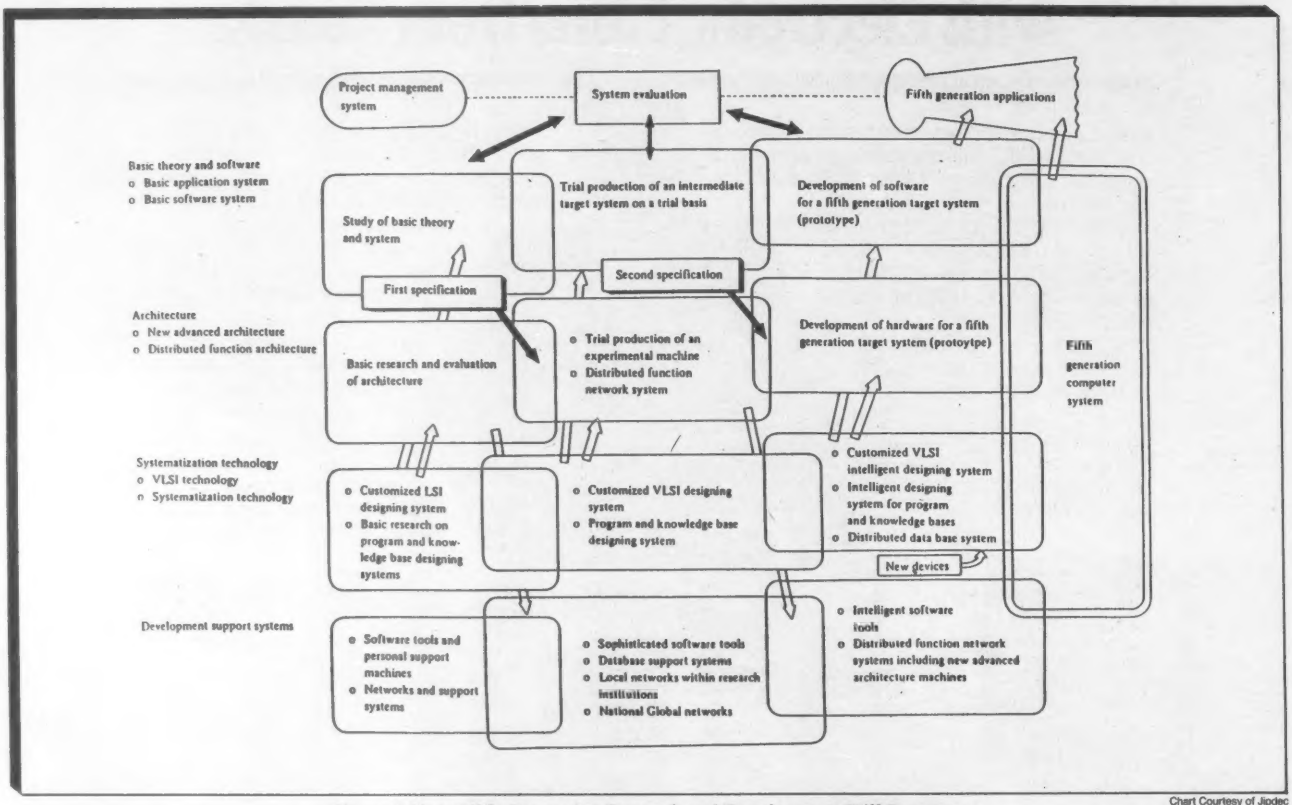

Chart Courtesy of Jipdec

Figure 4. How Fifth-Generation Research and Development Will Progress

translators is especially limited. A fifth-generation machine that could carry 80% of this translation burden would be a tremendous aid in international business exchange.

Themes in research and development for fifth-generation systems are shown in Table 1 (on In Depth/20), which contains seven groups and 26 themes. Research and development are classified into four divisions as shown in Figure 4.

The programs will be reviewed at early, intermediate and final stages, and achievements will be continuously reevaluated in light of new technological trends and developments. Prototypes of the fifth-generation computer system should be produced in the target year of 1990.

To carry out this research and development program smoothly, it will be indispensable to develop and complete as soon as possible powerful support systems such as software-development tools, high-function personal computers, VLSI-CAD tools, computer network systems and the like.

Conclusion

In the '90s, fifth-generation computer systems are expected to help human beings as friendly servants at every corner of society.

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In the coming two decades, businesses and organizations will develop modern office automation systems, in which both numerical and nonnumerical information may be quickly and interactively retrieved and analyzed in forms that are understandable and useful to both top management and middle management.

Fifth-generation computers will also change the very structures of businesses. Equally dramatic changes may be expected in our educational system, our personal life-styles and in every aspect of future society.

The purpose of the modern information system should be not only to improve the productivity of white-collar office workers and to displace personnel-related costs, but also to improve the quality of decision making and management through decision support systems; to save time, energy and resources; and also to realize human creativity — to seize the creative flashes in the human brain and bring them to fruition.

About the Author

Shohei Kurita is president of Computerworld Japan, Inc., a wholly owned subsidiary of CW Communications/Inc.

Before assuming his present position in January 1982, he was chief economist and senior manager of the Japan Electronic Computer Company Ltd. He was also involved in the electronic industry press with Dempa Shimbun, Inc. from 1953 to 1960.

Kurita has been a member of the Jipdec Committee for Study and Research on Fifth-Generation Computers since 1980. He worked with the Jipdec special "Computer White Paper" committee from 1969 to 1979, and he was a member of the Working Group Subcommittee, Information Industry Committee, Industrial Structure Council (an advisory arm to the Ministry for International Trade and Industry) from 1973 to 1974.

Kurita has published widely and has written two books under the pen name Masamitsu Kita: The Challenge of IBM, *Kyoritsu Publishing Co., 1978, and* Battles Between IBM and the Others, *1979.*

He also translated into Japanese Dick Brandon's and S. Segelstein's Data Processing Contracts, *published by Kyoritsu in 1981.*

Kurita studied mass communication at Sophia University, Tokyo.

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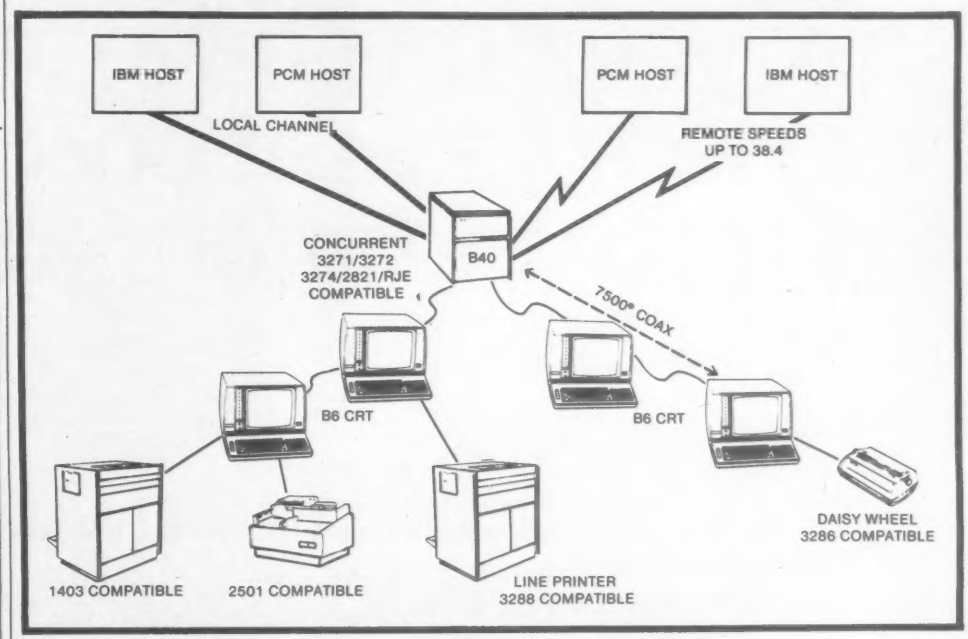

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MENLO PARK, Calif. — After abandoning its old private branch exchange (PBX) and service bureau, SRI International, Inc. went to in-house minicomputers and a newer PBX to handle voice traffic and call detail recording.

Purchase of the system "did affect a sizable savings on long-distance calls," according to Bud Devert, telecommunications analyst for SRI. The company also realized savings through personnel reduction and better management of in-house and long-distance calls. SRI is a research and consulting service firm with clients in business, industry and government.

Research and evaluation of available management systems led company officials to abandon the company's old PBX and service bureau in favor of Northern Telecom Systems Corp. Model 435 and Model 455 minicomputers with call management system software to work with the new SL-1 XL PBX.

According to Lloyd Schuknecht Jr., SRI's director for security and telecommunications services, this system has eliminated the problem of how to spread peak-volume demands over the business day. When SRI's operators would arrive at work at 7 a.m., it was already 10 a.m. on the East Coast, he explained. "We used to have one very heavy hour before the East went to lunch," he said, "and another when they returned.

"During this period it was quite burdensome for our attendants to record call information manually," Schuknecht said. Now, at speeds of 4,800 bit/sec, SRI receives accurate records on every call, he added.

The SL-12 XL system supports about 5,200 lines and 156 trunks. It connects directly through call data recording (CDR) ports with the Model 435 and Model 455 minicomputers. The Model 435 caputures call records, while the Model 445 serves both as a backup capture device and a call data processor.

Northern Telecom CRT terminals for monitoring and directory search are located within the main facility. Each minicomputer has 10M bytes of disk storage. The Model 445 drives a Northern Telecom Sprinter printer and a 9-track 1,600 bit/in. tape drive.

A caller using the telephone system keys in a three-digit long-distance code, an assigned charge number, the area code and the number being called. The SL-1 automatically searches for the most economical route, creates a charge record and retains the record in a storage register until the optimum trunk group and trunk member have been selected.

The system then records time, date, trunk group and trunk member. Upon completion of the call, costs are checked and the charge record is coupled with the call record. If the most economical route is busy, the SL-1 takes the caller through the second most economical route, and if that is busy, then the third most economical route is selected. In the event all three are busy, the caller receives a 30-second delay and the call is sent out over a direct dial

(Continued on Page 86)

Hitachi Unveils Local Network With Fiber Optics

NEW YORK — Hitachi, Ltd. is offering a fiber-optic local-loop network designed for use in office buildings.

Users of computers, data terminals and telephones in a building equipped with the network can communicate with each other through compact link controllers installed at a number of points throughout the building, the vendor claimed.

The job of the compact link controllers is to convert back and forth between electric and light signals, allowing various office machines to transmit data over the system's optical fibers at speeds up to 32M bit/sec.

The maximum number of link controllers that can be included in the loop network is 64, and each controller can be shared by up to 64 computers, data terminals, word processors, facsimile machines and telephones, according to a Hitachi spokesman.

The link controllers cost approximately $21,000 each, Hitachi said from 22nd Floor, 77 Water St., New York, N.Y. 10005.

IBM Micro Gets Ties to Mainframes

TORRANCE, Calif. — Local Data Co. has unveiled a protocol converter designed to link IBM Personal Computers with IBM mainframes. IBM Personal Computers operate asynchronously with Ascii code while IBM mainframes use Binary Synchronous Communications protocol and Ebcdic code.

The Datalynx 3270 emulates IBM's 3271-2 cluster controller and will support two IBM Personal Computers. It allows users to use the Personal Computer for DP problems related to their local environment while still having access to company data on an interactive basis, a spokesman said.

Communications between the two computers can be carried out over dial-up lines since the Datalynx offers the option of dial-up or dedicated line use.

The protocol converter costs $1,950 from Local Data at Suite 706, 2701 Toledo St., Torrance, Calif. 90503.

Terminal Handles Communications

SUNNYVALE, Calif. — Televideo Systems, Inc. has announced the Intelligent I, a CRT terminal that includes local data processing and communications capabilities.

A user can customize his terminal to serve as a computer station for local processing, as an intelligent front end for transaction processing applications or as a node in a communications network, the vendor said.

The unit is equipped with a Zilog, Inc. Z80A microprocessor, which is compatible with Digital Research, Inc.'s CP/M operating system. The terminal comes with 64K bytes of random-access memory for program storage or local processing. Two RS-232C ports are available. One can be used for a printer interface and the other for a standard computer interface. An RS-422 port is also included for high-speed communications, the vendor said.

The Intelligent I costs $1,795, the vendor said from 1170 Morse Ave., Sunnyvale, Calif. 94086.

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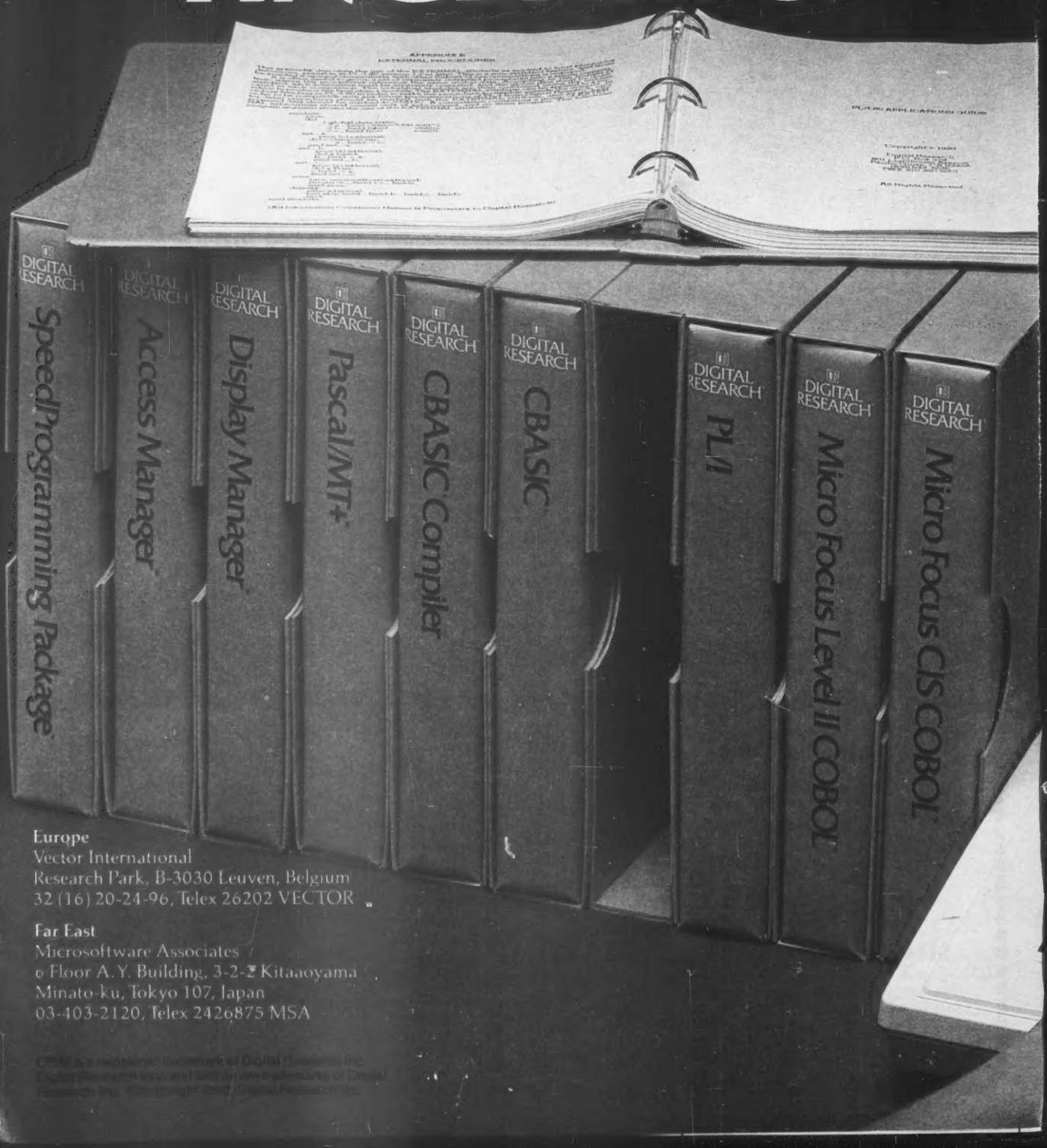

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RJE Workstation Programs Fit DG MV8000s, MV6000s

PALO ALTO, Calif. — Gamma Technology, Inc. has introduced a line of remote job entry (RJE) workstation programs for Data General Corp. MV8000 and MV6000 series computers. The following run under DG's AOS/VS multiprogramming operating system:

- Workstation 200, for RJE to any Control Data Corp. mainframe using CDC's UT200 protocol.
- Workstation IBM Hasp.
- Workstation NTR, for RJE to any Univac Corp. mainframe running Univac's NTR protocol.
- Workstation X780, for RJE to any mainframe running IBM 2780/3780 terminals.

The initial CPU license fee is $4,000 from Gamma at 2452 Embarcadero Way, Palo Alto, Calif. 94303.

Micom Modem Debuts

CHATSWORTH, Calif. — Micom Systems, Inc. has introduced a modem for use in local-area networks that is said to operate at speeds up to 19.2K bit/sec. It can be used for point-to-point or multidrop configurations.

It is possible to use the Micom 400 Model 420 modem with as many as 16 terminals on a single multidrop line. The line drivers are capable of operating at any of several data rates within their range, the vendor said.

Operation of the modem is switch-selectable between two-wire and four-wire links, and its design is said to allow user installation.

The modem is available for $290 from Micom Systems, which is located at 20151 Nordhoff Ave., Chatsworth, Calif. 91311.

PBX Directs Voice Traffic

(Continued from Page 83)

trunk. Attendants are no longer required to place long-distance calls, with few exceptions.

According to Devert, company officials were able to track a number of "nuisance calls," such as personal calls, through the charge codes used and extract restitution. Often, subcontractors would make a number of unnecessary calls, Devert explained, which SRI also tracked down and received payment for.

"We don't discourage use of the telephone," Devert said. However, he added, personal calls are discouraged. "We don't have that problem here."

Installation of the minicomputers and PBX has meant a reduction in switchboard personnel and a subsequent savings to SRI, since the system is capable of placing long-distance calls at any hour of the day without operator assistance, Devert said. "We used to have 10 to 11 switchboard positions," he explained, "It's now three."

Each day, all volume data is transferred via magnetic tape from the Model 435 to the Model 445, where it undergoes editing. An edited magnetic tape output from the Model 445 is then fed into SRI's large in-house mainframes, where the data is processed, generating a direct bill-back record to each user. "We'll shortly be implementing using an automatic link from the 435 to the 445," James Davis, senior management information services analyst, said. With the system, each call that goes through the SL-1 can be displayed on the CRT terminal, permitting all call records to be monitored in real time. Each day, moreover, the operators can produce a hard-copy listing of every call that went through the SL-1.

Another advantage of the CDR system is its reporting flexibility. Chargeback reports are easily created for use by SRI for internal administrative purposes. Weekly customized financial reports generated by the mainframe from information provided by the Model 445 call data are distributed to managers of the 500 to 1,000 different ongoing projects, according to Schuknecht.

The reports help project managers as well as members of SRI's communications staff. As a direct result of the SL-1 switch and the CDR system, CDR now keeps total track of call records from the time they are first placed, all the way through to completion.

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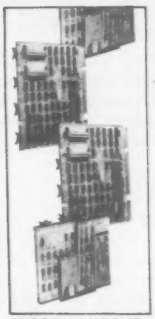
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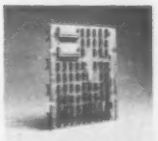
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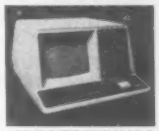
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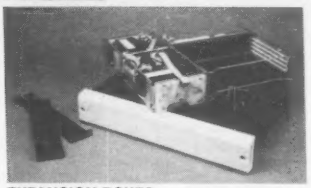
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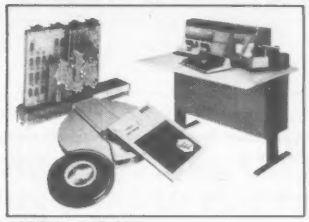
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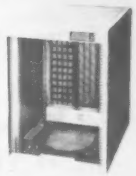
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	H9691, 120/60			
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TU58-VA	TU58-VX (DUAL DRIVE), TU58-VB (I/O CABLES, MEDIA, DC PWR CABLE)	1500	50%	750
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H9613-AC	40" CAB W/SOLID TOP W/O PC	1690	50%	845
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COMMUNICATIONS				
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DPM50-FA	INTELLIGENT I/O SUBSYSTEM KDF11-AA, H333-A TEV11, MSV11-DD, ISV11-A, QJ642-DZ RSX11-S, QJ655-DZ, QJ658-DZ, 120Vac	11450	30%	8015
DRV11-00	PARALLEL INTERFACE UNIT	300	15%	255
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PART NUMBER	DESCRIPTION	LIST PRICE	DISCOUNT	SALE PRICE
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LA36-CJ	KEYBOARD DECWTR 240/50 20mA	2970	80%	550
LA36-DE	LA36-DK W/20mA	1835	70%	550
LA36-DK	LA36 20mA W/O CABLE 120/60	2695	80%	535
LA3-DN	LA36-DJ W NO RIBBON, PAPER, CABLE, 240/50	2695	80%	535
LA36-HE	KEYBOARD DECWTR 120/60 EIA	3080	80%	615
LA35-CE	REC ONLY DECWTR 120/60 20 mA	2475	80%	495
VIDEO TERMINALS				
VT55-FA	GRAPH TERM W/COPY 120/60 20mA	5830	70%	1745
VT110-AA	DPM01-M + AVT100-AA, 120 Vac USA LINE CORD	6325	50%	3160
VT52-AC	SOLD OUT RE SOLD OUT 9 SOLD OUT	SOLD OUT	SOLD OUT 8 SOLD OUT	500
	100/120 Vac, 50/60 Hz			
VT62-AC	WITH EIA W CONT 120 Vac	3350	85%	500
VT100-NB	SOLD OUT VT SOLD OUT OR SOLD OUT 24	SOLD OUT	SOLD OUT 2 SOLD OUT	1500
VT110-AB	DPM01-MS + VT100-AB, 240Vac USA LINE CORD (50Hz)	6325	50%	3160
VT55-FB	VT52-BB W GRAPHING CAPABILITIES, 220/240Vac 50/60 Hz	5830	70%	1745
MEMORIES				
MF11-UP	32KB CORE IN DOUBLE SYSTEM UNIT, ROOM FOR ADDITIONAL 32KB, UNIBUS INTERFACE	9600	84%	1500
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MM11-UP	32KB CORE, ADD-IN FOR WF11-UP	8600	86%	1200
MM11-WP	64KB CORE, ADD-IN FOR MF11-WP	8500	76%	2000
MM8-AA	8K X 12 MEMORY, G649 + H219-A, 1.5 μSEC	2875	74%	750
MM8-AB	16K X 12 MEMORY, G649 + H219-B, 1.5 μSEC	3680	74%	950
MM8-EJ	8K X 12 BIT 18 MIL MEMORY, 1.5 μSEC	2050	51%	1000
MRV11-AA	PROM/ROM MEMORY UNIT	210	55%	95
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MS11-FP	8K 18 BIT MOS RAM (M7847-AD)	2250	89%	250
MXV11-AC	32KB RAM, 2 ASYNC EIA SLU, SOCKET FOR 2-24 PIN 5V ROM (M8047-CA)	750	30%	525
MM11-YP	32K 18 BIT MEMORY, ONE 1" BOARD	8500	78%	1890
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CMS11-JC	CM11 CONT + DOC TM600 MARK/HOLE SENSE CR, 600 CPM, 120/60	11300	27%	8250
CTS11-JB	SOLD OUT CO SOLD OUT DA SOLD OUT PU SOLD OUT	SOLD OUT	SOLD OUT 5	SOLD OUT 2500
	ASCII, 8-BIT HOLLERITH			
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RP04-H	UNIT SELECT SWITCH KIT	1000	70%	300

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TRT Introduces Terminal Series To Ease Service Use

WASHINGTON, D.C. — TRT Telecommunications Corp. has introduced a series of terminals to facilitate customer use of the firm's worldwide communications services.

The Constellation series includes the Aries and Orion terminals — operating at 50 bit/sec on telex channels and 1,200 bit/sec on direct distance dial lines — as well as the 50 bit/sec Phoenix terminal and the 110 to 300 bit/sec Pegasus machine.

Aries and Orion feature word processing and text editing capabilities, message documentation and recordkeeping functions. The Aries terminal can access four networks simultaneously, while the Orion offers greater program storage capability, according to the vendor.

The Phoenix, designed for medium-size companies, is an electronic teleprinter. The Pegasus terminal, for small-volume users, is a portable desktop unit that uses the telephone system to send and receive telex traffic, a vendor spokesman said.

Aries costs $130/mo; Orion, $170/mo; Phoenix, $120/mo; and Pegasus, $30/mo. TRT is located at 1747 Pennsylvania Ave. N.W., Washington, D.C. 20006.

Software Links DEC Users To Input Ports of Remotes

MORRIS PLAINS, N.J. — Zia Corp. has announced the availability of a software product that allows users of Digital Equipment Corp. machines to establish a virtual connection between their terminals and an input port of nearly any remote computer system.

The Virtual Terminal (VT) connection is a software one, requiring no switches, cable changes or system modifications, according to the vendor. No special software is required at the remote computer either. Once the connection is made, the user can communicate freely with either the local or the remote computer system. Text files resident on either system can be transferred to the other via simple user commands, the vendor said.

Other commands provide the user with full control over line characteristics, including transmission rates, echo and X-on/X-off control sequences. Also, the product reportedly provides full support for the DEC DF03-AC autodialing modem, permitting the user to initiate and terminate calls to remote computers without access to a modem or telephone.

VT is priced at $650, a Zia spokesman said from the firm, which can be reached through P.O. Box 351, Morris Plains, N.J. 07950.

Stat Mux Out For Remotes

NEWPORT, R.I. — A stand-alone statistical data multiplexer designed for remote data entry applications has been introduced by Scitec Corp.

The Mux25 Data Concentrator reportedly permits four asynchronous CRT and/or printing terminals at a remote location to be linked with a single minicomputer via a single telephone line. The product incorporates various systems management features used via English-language menu-driven screen prompts, according to the vendor.

Operated in pairs point-to-point, the rack-mountable Mux25 has no intermix restrictions on channel speeds or formats and is completely end-to-end independent of channel characteristics, the vendor said. Optionally available with one synchronous and three asynchronous channels, the unit provides extensive networking capability when used with the Scitec CPX25 communications processor.

The Mux25 Data Concentrator is base priced at $1,200 in single units. Scitec is headquartered at 126 Thames St., Newport, R.I. 02840.

Micro Designed For WP Interface

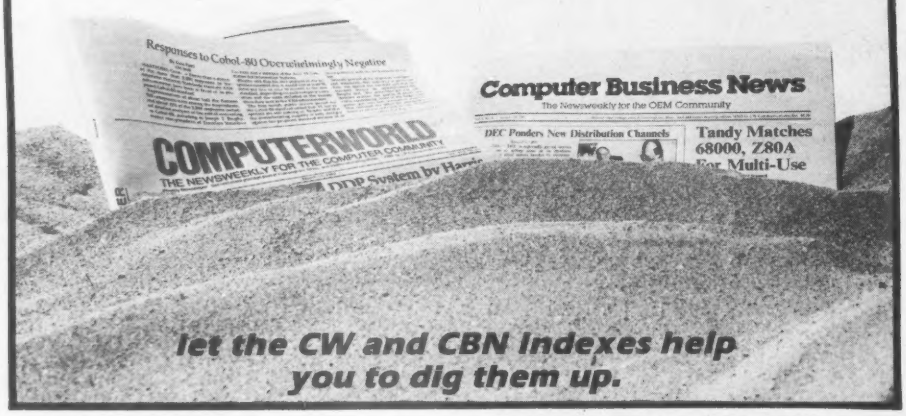
HICKSVILLE, N.Y. — A microcomputer that boasts communications capabilities has been unveiled by Microcomm, Inc.

The MC-100 was designed for word processor/public network interfaces. It reportedly performs network activation, log-on sequence, handshaking with remote system, code, speed and protocol conversion. Standard features include automatic redial, alternate routing, single- or multiple-address routing, user menu call prompting or call status, station identification and quick disconnect.

The basic system measures 12 in. by 8 in. by 4 in., weighs 4 lb and comes with one bidirectional port, with a second associated with its internal modem. Standard modem interfaces include Bell Laboratories' 103, 202 and 212. Ports can be added as needed, up to a total of eight.

The MC-100 is base priced at $800, a Microcomm spokesman said from 33 Cotters Lane, East Brunswick, N.J. 08816.

If you've got 9,792 pages of important data from your 1981 copies of Computerworld and Computer Business News buried somewhere —



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Index	Heading	# Entries
CBN	ACCOUNTING SYSTEMS	77
CBN	COMMUNICATIONS	33
CBN	DISK EQUIPMENT	173
CBN	GRAPHICS SYSTEMS	137
CBN	MICROCOMPUTERS	83
CW	DATA ENTRY SYSTEMS	20
CW	LITIGATION	97
CW	MAINTENANCE	25
CW	SOFTWARE PACKAGES	65
CW	TAPE EQUIPMENT	30

And that's just a small sample of the type of information you'll find in these two books for just one year! We also have indexes for *Computerworld* that go all the way back to 1976. CBN's first index is available, and it's a combined issue for 2 months in 1978 (when CBN first appeared) and all of 1980.

If you don't have all the back issues of *Computerworld* and *Computer Business News* that you need to get the articles you want, you can order back copies for an entire year on 35 mm microform from University Microfilm, Int. at very reasonable rates. Or you can simply take advantage of their reprint service for individual articles. (More information is found right in the indexes themselves.)

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STC Unveils Tape Control, Switching Feature

LOUISVILLE, Colo. — Storage Technology Corp. has announced the STC 4500, a buffered tape control unit for IBM 370, 30 series and compatible processors. The firm also announced a tape-switching feature for the unit.

In a related announcement, STC also announced a larger storage capacity for its 4305 Model-6 disk storage subsystem.

The STC 4500 features a 32K-byte buffering feature that reportedly increases throughput capabilities of tape subsystems, especially when attached to data streaming channels. The feature also allows other peripherals to coexist on the same channels as the 4500, the vendor said.

The unit attaches directly to the selector channels, block multiplexer channels and data streaming channels on IBM and software-compatible systems. The 4500 costs $12,000, or $321/mo on a 36-mo agreement.

A tape-switching feature, which increases the number of tape drives a control unit can access from eight to 16, costs $7,510, or $113/mo on a 36-mo agreement, the vendor said.

STC also increased the storage capacity of its 4305 Model-6 disk storage subsystem from 16K to 64K bits. The units cost between $140,385 and $679,055, depending on the configuration, the vendor said.

STC is located at 2270 S. 88th St., Louisville, Colo. 80027.

Pro-Log Disk Pack Supports STD Bus

MONTEREY, Calif. — Pro-Log Corp. has introduced a disk pack incorporating mass floppy disk storage and supporting a user-configurable STD Bus microcomputer.

The Model 702 STD Disk Pak was designed for STD Bus system applications that require mass storage, such as data collection, process control and automated test equipment. It contains two thin-line 8-in. double-sided, double-density floppy disk drives.

The Model 702 will be available in September for about $4,000. Pro-Log is at 2411 Garden Road, Monterey, Calif. 93940.

Emulex Storage Adapters Link Tape, Disk on VAX

SANTA ANA, Calif. — A series of mass storage adapters designed to interface both disk and tape peripherals, and thereby increase the capabilities of Digital Equipment Corp. VAX-11/780 superminicomputers, have been unveiled by Emulex Corp.

The VAX-Master/780 adapter plugs into a VAX processor and consists of four printed circuit boards. The device basically allows a combination of disk and tape units to be connected to the VAX computer through a single source, freeing up slots for extra peripheral devices.

The first two boards contain basic interface circuitry that connects to the computer's synchronous backplane interconnect bus terminator, while the remaining boards are left for the installation of either one or two Massbus-compatible peripheral controllers, a spokesman said. The unit is powered by the 780's power supply or an external power supply.

Key to the device's operation is its internal bus interface design, which can translate protocols to adapt to different VAX machines. For instance, with the device, an Emulex SC780 single-board controller designed for the VAX-11/750 can be used on the 780 with a simple firmware change. The controller can be installed via the VAX-Master, permitting the use of virtually any storage module device disk drive in capacities from 80M to 675M bytes. Using the controller, the adapter reportedly provides emulation of DEC's RH780 with attached RM03, RM05, RM80 and RP06 disk drives and operates transparently to DEC's VAX/VMS and Bell Laboratories Unix operating systems.

The adapter can also handle a tape controller that supports ½-in. formatted tape drives, the spokesman stated.

Either of two standard RH780 or Synchronous Backplane Interconnect terminator locations can be used to mount the VAX-Master in the VAX-11/780 CPU.

The mass storage adapter costs $13,500 and is available from Emulex at 2001 E. Deere Ave., Santa Ana, Calif. 92705.

Bay Area Student Services Get Good Grades With Recap

LOS ANGELES — Despite cuts in the state's school budgets over the past several years, many California school districts have increased student services with the help of a computer system at the Santa Clara County Office of Education's Regional Center for Automated Processing (Recap).

The system started automating basic student records 16 years ago. Today Recap serves school districts in every Bay Area county and many others throughout the state. Its computer systems process records for 250,000 students, as well as financial and payroll/personnel documents for 45,000 county and district employees.

It has achieved all this growth without salesmen or slick literature. Its "better mousetrap" has brought school districts from as far as Hawaii and New Jersey to its door. And in an era when every dollar of California tax expenditure is undergoing stringent public scrutiny because of Proposition 13, educators have come to recognize that such DP services can cut costs.

Back in 1966, batch was the name of the game on an IBM 360 shared with county government. Today, dual IBM 4341s carry the vastly increased workload. With the new system came the capability to do almost all applications on-line.

Even five years ago, the conversion to teleprocessing was well under way on a 370 Model 145, and an IBM Communications Controller was at work directing a terminal network. Then came Proposition 13.

"When Proposition 13 was enacted, many employees here feared that schools and district offices would be forced to give up using our services," said Marilyn Carson, associate to the as-

(Continued on Page 90)

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Stand-Alone CAD/CAM System Ties to VAX

DENVER — A 32-bit stand-alone computer-aided design and manufacturing (CAD/CAM) system has been unveiled here by Auto-Trol Technology Corp.

The Advanced Graphics Workstations (AGW) can reportedly be linked together to form a local-area network with distributed processing power. Also, the network can be connected to a host processor such as Digital Equipment Corp.'s VAX series, according to the vendor.

Each AGW provides a dedicated computer for every user, because each one uses its own 32-bit processor manufactured by Apollo Computer, Inc. Performance is level whether the network consists of two AGWs or 100, a vendor spokesman said.

The local-area networking architecture employs 12M bit/sec baseband transmission. This supports fast transfer and retrieval of data and sharing of resources on the network. In addition, the AGW 's hierarchical communications capabilities allow interfaces to large mainframes such as DEC, IBM and Sperry Univac computers, a spokesman said.

This turnkey system is priced at under $80,000; Auto-Trol is located at 12500 N. Washington St., Denver, Colo. 80223.

Bay Schools Get Good Grades With Recap

(Continued from Page 89)

sistant superintendent of Santa Clara County schools. "Actually, it worked just the other way. Our users came to realize just how much we could save them. Our client base has doubled since 1978, and the end is nowhere in sight."

"In just a few months we had so many new users we were beginning to feel a pinch on the 145," according to David Gomes, assistant director of Recap. "The way things were going, we realized that we didn't have the capability to handle the opening of the 1980 school year."

Though the 4341 already was on order, Recap was forced to lease a larger computer for several weeks from nearby Alameda County. When the 4341 finally arrived, it assumed its new duties in a hurry.

"It literally came up overnight," Gomes recounted. "One Friday we were operating on Alameda County's computer and on our own 145; the following Monday morning all our programs were running on the new system."

The 3705 teleprocessing unit and Systems Network Architecture software began operation later with the installation of IBM 3276 terminals.

One indication of the network's fast growth was the expansion of on-line financial services. The time sheet application started July 1, 1981; accounts payable will come up this July, Gomes said.

"Putting the financial packages on-line will save time and money for everybody," Gomes said. "We figure it'll save upwards of $150,000 in keypunching right in our own data center. The way keypunching costs are escalating, the time will soon arrive when even the smaller districts will save money by going on-line."

Today Recap employs 65 people at its offices in San Jose. It expects to gross $3 million this year by providing data processing services, all on a contract basis.

Variety of Services

There are a wide variety of student services. After purchasing the file creation and maintenance package, cornerstone for all the other reports, schools may choose from external options that include attendance accounting, California guidance history, grade reporting, progress reporting, proficiency assessment scoring, standardized test scoring, scheduling and physical performance survey scoring. The financial reporting side includes payroll, accounts payable and various personnel applications. In almost all available services, users have a choice of processing in batch or on-line mode.

"We've made every effort to structure our rates so that users select teleprocessing," Carson said. "At least 80% of new clients go TP — and many of our long-standing users are converting."

But for a California legislative decision in the late '60s, Recap probably would not exist today in its present form. The lawmakers, recognizing that individual school districts might well need DP services in the future but most likely would be unable to afford their own installations, authorized the creation of 10 regional centers. Most, like Santa Clara County, were already in existence in a limited service mode.

Today a whole new array of word processing and office information is in place. An IBM 8100 handles word processing, which includes formatted letters, arithmetic calculations and a 100,000-word dictionary that checks spellings. The next step: connecting the 8100 to the 4341s and extending the capabilities of the existing office system.

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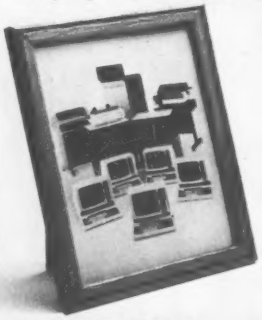

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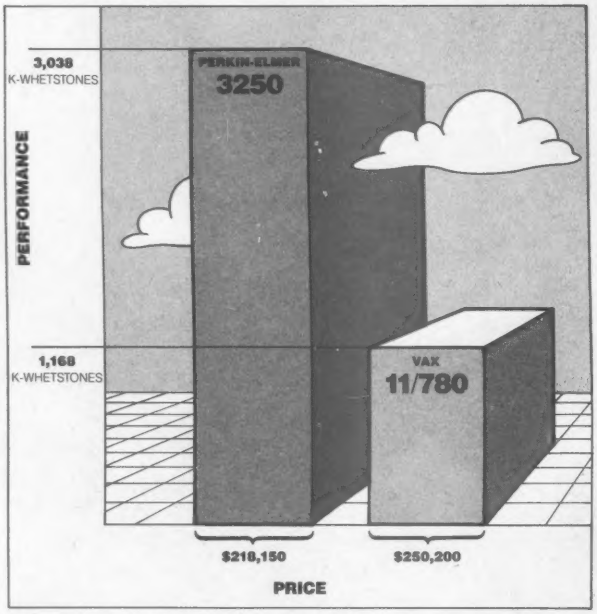

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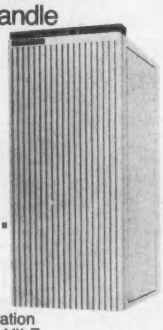
Utilizing state-of-the-art 64K RAM technology, the 3250 packs up to 16MB of directly addressable memory in a single 24″ wide x 56″ high cabinet. DEC doesn't offer that much memory in *four* cabinets.

The 3250's dual 32-bit memory bus delivers 40MB/second I/O bandwidth and 64MB/second peak system throughput rate. It can handle up to 115 gigabytes of on-line storage and control over 1,000 I/O devices. VAX, with its single bus architecture, just can't touch these specs.



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PERKIN-ELMER

Graphics Series Incorporates Bell's Unix, C, Fortran Tools

CHICAGO — Cadlinc, Inc. has introduced a series of desktop graphics computers that reportedly support both traditional stand-alone and host computer environments as well as distributed processing configurations.

The product series, known as the Cadlinc Graphic Computers, incorporates the Bell Laboratories Unix operating system, C and Fortran tools; the IEEE P-796 Multibus standard for flexibility; the Motorola, Inc. 68000 CPU; and Xerox Corp.'s Ethernet networking capability to insure a system growth path, the vendor said.

The graphics computer is being produced in three models, ranging in price from $8,500 to $22,500, the vendor said.

Cadlinc is located at 8600 W. Bryn Mawr Ave., Chicago, Ill. 60631.

Unit Emulates Tektronix 4010

PALO ALTO, Calif. — Tab Products Co. has announced the Tab 132/15G, a graphics terminal.

The unit emulates a Tektronix, Inc. 4010 and is equipped with selected Tektronix 4027 graphics commands. Features include multiple character size, dot-dash lines, point plotting, vector and arc drawing, area fill and selective erase. An enhanced text mode provides text manipulating features including text rotation, proportional spacing and italics, the vendor said.

The unit costs $3,295 from Tab Products, the vendor said from 1451 California Ave., Palo Alto, Calif. 94304.

Workstations Use Unix

SAN JOSE, Calif. — Grinnell Systems Corp. and International Data Services, Inc. (IDS) have unveiled a line of Digital Equipment Corp.-based image processing workstations that use Bell Laboratories' Unix operating system.

Called Grids, the workstations reportedly give users a choice of hardware configurations and one of four DEC computer systems: the LSI-11/23, PDP-11/44, VAX-11/750 or VAX-11/780 systems. The workstations are fully independent devices that are said to reduce dependence on existing mainframe resources. They are geared for use by applications developers, a spokesman said.

A typical system is the Grids 23/1, which uses the LSI-11/23 and combines Grinnell's GMR 274 image processing and display system with the IDS Unixcisor computer. The GMR 274 has three 8-bit image memory banks, a 512 by 512 resolution, four graphics overlays, two zoom and pan controls, a real-time pipeline processor with a 16-bit arithmetic logic unit, a 6-bit video digitizer and an image histograph generator, a spokesman said.

The DEC computer is actually a part of the Unixcisor system, which has 256K bytes of random-access memory, parallel and serial interfaces, a VT100 terminal, 30M bytes of Winchester disk storage, 1M byte of floppy storage and a binary license for the System III Unix operating system.

Other systems are: the Grids 44, which incorporates DEC's PDP-11/44 and Grinnell's GMR 270 series image processing display system, and the Grids 750 and 780 systems.

The systems typically cost about $43,000, depending on the user's configuration, the spokesman said from the firm at 2159 Bering Drive, San Jose, Calif. 95131.

'Idea 1000' Targets Engineers; Based on 32-Bit Nodal CPU

PORTLAND, Ore. — Mentor Graphics Corp. has announced the Idea 1000, a computer-aided engineering system based around the Apollo Computer, Inc. 32-bit nodal processor.

The system allows engineers to design and document digital logic used in printed circuit boards, very large-scale integration circuits, thick and thin film devices and gate arrays. It comes with a set of interrelated applications programs that work with a companion data base management system and data base facilities.

The applications programs include structured and logic design, interactive logic simulations, project communications, document preparation, outputs and programming tools.

A typical system will use three to 10 Apollo workstations. Each is an integrated CRT terminal and 32-bit processor with 3.5M bytes of main memory and up to 66M bytes of Winchester disk storage.

The Idea 1000 costs $83,000/station for a typical four-station network and $69,000/station for a 10-node system. Customer deliveries of the system will begin in October, Mentor said from Suite G7, 10200 S.W. Nimbus Ave., Portland, Ore. 97223.

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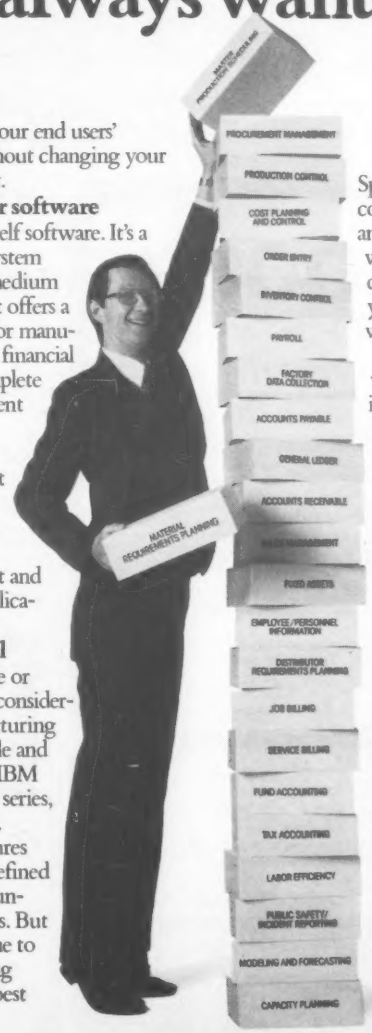

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Bits & Pieces

Zeta's Intelligent Plotter Boasts High-Speed Ability

CONCORD, Calif. — Nicolet Zeta Corp. has introduced a high-speed plotter that features windowing, programmable pause, electronic margin limits, next plot and grid scaling.

The Zeta 3610 Intelligent Plotter provides a speed of 20 in./sec (on axis), a .025mm resolution and a 2g acceleration. The unit's drum size is 36 in.

The plotter costs $25,900 with the firm's integral C53 controller, or $23,900 without it. Nicolet is located at 2300 Stanwell Drive, P.O. Box 4003, Concord, Calif. 94524.

Micrographics Congress Distributing Source Book

WASHINGTON, D.C. — The International Micrographic Congress (IMC) is distributing its 1982-83 *International Micrographics Source Book*, which lists:

- Names and addresses of manufacturers, distributors, micropublishers, consultants, dealers and bureaus.
- A keyword index to 200 product categories.
- A calendar of forthcoming events.
- An index of dealers and the products they market.
- Other information on micrographics.

The 360-page book is indexed and softbound. It is available for $60 from IMC, Publications Sales, P.O. Box 34404, Bethesda, Md. 20817.

Uninterruptible Power Line Announced by Tab Products

PALO ALTO, Calif. — Tab Products Co. has announced the Power Wardens line of uninterruptible power systems.

The units are offered in three output sizes: 2.0-, 2.5- and 3.0KVA, the vendor said.

A 2.0KVA unit costs $3,295, the 2.5KVA unit costs $3,795 and the 3.0KVA version costs $3,995. The vendor is located at 1451 California Ave., Palo Alto, Calif. 94304.

Distribution Unit Unveiled For Noise-Free AC Power

SAN DIEGO — Topaz, Inc.'s Distributed Data Processing Division has announced a power distribution system for distributing noise-free ac power to computers and peripherals.

The Powercenter Power Distribution System reportedly provides a minimum of 146 db attenuation of common-mode noise and more than 40 db attenuation of transverse-mode noise.

Prices for the 30- to 100-kVA units start at $8,850 from 3855 Ruffin Road, San Diego, Calif. 92123.

Color Graphics Controller Has Extended Applications

HILLSBORO, Ore. — Metheus Corp. has announced a color graphics controller in its 400 series said to feature extended applications capability over previous models.

The Model 440 reportedly increases the number of bit planes from four to eight, adds selective blink, expands the color look-up table and offers a choice of refresh options.

The Model 440 costs $16,400 from the firm at P.O. Box 1049, Hillsboro, Ore. 97123.

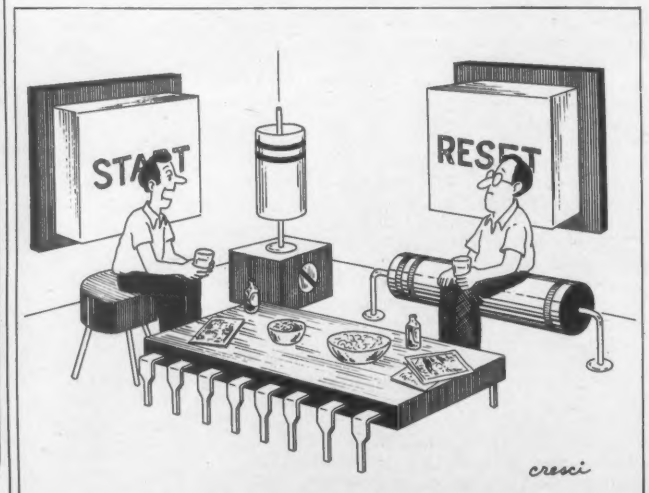
CAD Applications Gain Colored Graphics Micro

ST. CLAIR SHORES, Mich. — Applied Systems Corp. (ASC) has released a color image/graphics microprocessor-based system with image and text processing features for applications in computer-aided design.

The system includes Intel Corp.'s 8085/8088 dual microcomputers for image analysis and digital array processing, the vendor said. System programs can be executed on both microcomputers and control can be toggled between the processors for software optimization. The system is said to be software compatible with the 8086 and includes three RS-232 ports.

Optional features are said to include peripheral I/O adapters for color cameras/scanners, three-dimensional graphics displays, joysticks and light pens, digital plotters, laser printers, projection TVs, system consoles, automation controls, CATV networks and data transmission.

The image/graphics system is priced at $15,000 from ASC at 26401 Harper Ave., St. Clair Shores, Mich. 48081.



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Firms Offer 16-Bit Dual-Processor Systems

Zenith's Z-100

• *Zenith Data Business Line Features Two Operating Systems*

PEORIA, Ill. — Zenith Data Systems last week unveiled a line of business computers that incorporate both an 8-bit and a 16-bit processor and have two operating systems, allowing them to use a variety of software programs.

The Z-100 Series contains both an Intel Corp. 8085 to handle existing 8-bit software and an 8088 for 16-bit programs.

The systems also use a variation of Microsoft, Inc.'s MS-DOS operating system, called Z-DOS and come equipped with Digital Research, Inc.'s CP/M-85. The former can run the same applications slated for IBM's Personal Computer, while the latter is compatible with programs created on current Zenith computer systems, a spokesman said.

A standard Z-100 has 128K bytes of random-access memory that can be expanded by 64K bytes through an open socket on the CPU board. It also features two 320K-byte disk drives and a built-in keyboard with 12 function keys, cursor control keys and a numeric keypad. In addition, the system has two serial ports, a Centronics-compatible port, and a socket for a light-pen data entry device, the spokesman added.

The system is presently available in two versions: an inte-

(Continued on Page 100)

• *Hard-Disk-Based Micro System Handles Six I/O Devices*

The IST 86

INDIANAPOLIS — Interactive Systems Technology, Inc. (IST) has introduced a hard-disk-based microcomputer system that can handle up to six terminals or peripheral devices.

The IST 86 is a dual-processor system that incorporates two 16-bit processors: an Intel Corp. 8086 main processor and an Intel 8089 I/O processor. The main processor handles user programs and can directly address up to 1M bytes of main memory. The system or I/O processor (IOP) controls disk and tape units as well as serial ports. It also serves as the system's direct memory access controller. The IOP reportedly has two independent channels and incorporates a communications subsystem that consists of six high-speed serial ports, a spokesman said.

The system includes a 15-in. high-resolution CRT display, a detachable keyboard and a 10M-byte Winchester disk drive. It also has a 6.25M-byte tape cartridge drive for backup and a minimum of 128K bytes of error-correcting memory. The disk system has an average access time of 25 msec and a maximum access time of 50 msec. The physical disk can be used as either a single 10M-byte drive or two 5M-byte logical units, the spokesman claimed.

The system's keyboard has 83 keys and is connected to the processor via a three-foot coiled cable. It has an 18-key numeric pad with four user-definable function keys, five cursor con-

(Continued on Page 100)

• *Vector 4 Offers T/S Memory, Boasts 64K-Bit Chip Technology*

PALO ALTO, Calif. — A dual-processor microcomputer system that is compatible with both 8-bit and 16-bit software, incorporates 64K-bit chip technology and offers a time-shared memory system has been announced by Vector Graphic, Inc.

The Model 4 uses both a Zilog, Inc. Z80 and an Intel Corp. 8088 microprocessor and comes in two versions: the 4/20, which is a dual floppy disk drive system with 630K bytes of storage, and the Model 4/30, also a dual disk drive system, but with a 630K-byte floppy and 5M-byte Winchester drive.

The firm designed the system with two types of processors to take advantage of the vast amount of 8-bit software currently available and to include the inherent speed of the 16-bit

(Continued on Page 100)

The Vector 4

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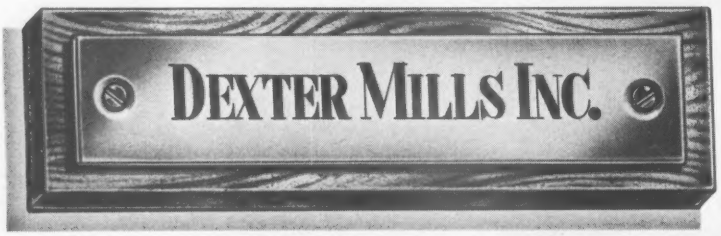

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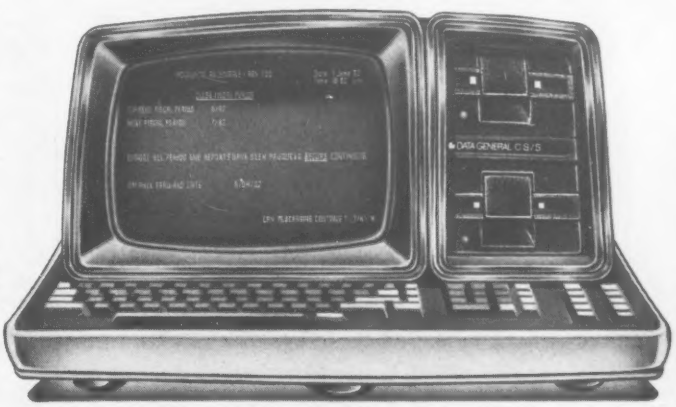
*On the CS/5 only BusiTEXT is currently available.



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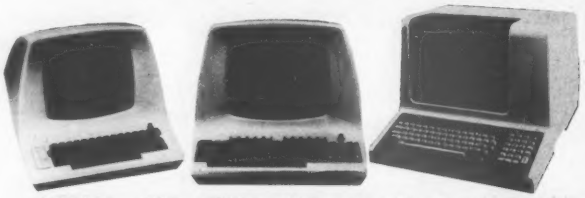

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Molecular Supermicro 8, 32 Get 16-Bit Processing

SAN JOSE, Calif. — Molecular Computer Corp. is now offering 16-bit processing on its Supermicro 8 and Supermicro 32 systems.

The 16-bit capability, based on Intel Corp's 8086 microprocessor with up to 1M bytes of memory, can co-exist in the same system with Zilog, Inc.'s 8-bit, Z80A microprocessor, functioning under Molecular's proprietary CP/M-compatible N/Star operating system, according to the vendor spokesman.

The N/Star network operating system is said to be compatible with both CP/M-86 and CP/M, the vendor said. Molecular's 16-bit capability includes up to 1M bytes of random access memory (RAM) in 256K-byte increments, an Intel Corp. 8089 I/O direct-memory-access processor, an 8-MHz clock and parity for error detection, according to the vendor.

Supermicro Prices

The Supermicro 8 and 32 with a 16-bit processor with 256K bytes of RAM are both priced at $1,495, according to the vendor.

A single-user Supermicro 8 with a Z80A 8-bit microprocessor, 64K bytes of memory, 10M bytes of Winchester 5¼-in. disk storage and 8-in. floppy disk drive is priced at $7,995, the vendor said.

The Supermicro 32 with 32M bytes of 8-in. Winchester disk storage and a 20M-byte tape backup unit as standard equipment is priced at $17,995, the vendor said.

Further information on the Supermicro 8 and 32 can be obtained from Molecular Computer, which is located at 1841 Zanter Road, San Jose, Calif. 95112.

Graphwriter II Unveiled

WALTHAM, Mass. — Graphic Communications, Inc. has introduced Graphwriter II, an enhanced version of the vendor's Graphwriter I, a stand-alone business graphics system.

The system uses the Hewlett-Packard Co. HP-87 microcomputer and an 8-pen plotter according to a vendor spokesman.

Its features include 40 formats and bar, line and pie charts, the vendor said.

The system allows for mainframe communications and includes the Digital Research, Inc. CP/M operating system. It is said to allow a non-technical operator to produce business graphics, according to the vendor spokesman.

The complete system sells for $19,800 from Graphic Communications, which is located at 200 Fifth Ave., Waltham, Mass. 02254.

Vector 4 Offers T/S Memory

(Continued from Page 97)

chip. The 8088, under an extended version of Digital Research, Inc.'s CP/M operating system, reportedly handles disk transfers at up to four times the speed of a single 8-bit processor, a spokeswoman noted.

In addition to the dual processors, the Vector 4 includes 128K bytes of random-access memory, expandable to 256K bytes. Memory mapping logic reportedly allows the Z80 to access entire memory in increments as small as 2K bytes.

The system's memory is time-shared between the CPU and the CRT controller, which is said to allow fast access to screen memory for high-resolution graphics. It also allows the screen memory to be moved anywhere in main memory, the spokeswoman said.

The Model 4 has three S-100 card slots for adding communications interfaces, peripherals controllers or other specialized I/O boards. The system also has a high-resolution graphics capability, featuring four to 16 levels of gray scale. Graphics are displayed on a green phosphor screen.

Finally, the system can generate standard red, green, blue color signals to drive a color monitor and it has a programmable tone generator with speaker.

The Model 4/20 costs $4,495 while the high-storage-capacity Model 4/30 is priced at $5,995.

Vector Graphic is located at 500 N. Ventu Park Road, Thousand Oaks, Calif. 91320.

IST System Handles Six Units

(Continued from Page 97)

trol keys and eight system- status indicators, the spokesman noted.

The system is geared for such standard business applications as general ledger, accounts receivable, payroll, inventory or word processing; runs under Digital Research, Inc.'s MP/M multitasking operating system; and can be programmed in Cobol, Fortran, Basic, PL/I and Pascal.

The IST 86 costs $12,950 for a basic package with 128K bytes of memory, the spokesman for the firm said from Suite 11, 5259 N. Tacoma Ave., Indianapolis, Ind. 46220.

Zenith Data Business Line Out

(Continued from Page 97)

grated model that has a built-in monochrome CRT display; and a compact version that features an external CRT monitor, according to the spokesman.

Although prices for the Z-100 were not available at press time, a spokeswoman for the firm said the system will be priced competitively with other 16-bit computer systems. The price will fall somewhere under $5,000. It is also available in kit form, the spokesman said.

Deliveries of the system are scheduled for this September from the firm at 1909 E. Cornell, Peoria, Ill. 61614.

Hazeltine announces Esprit II.™

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Winchester-Type Disk Drive Boasts 25-Msec Access Time

LEXINGTON, Mass. — An 8-in. Winchester-type disk drive featuring 25-msec access time has been announced by NEC Information Systems, Inc.

The D2246 is said to have 85M bytes of storage capacity and interface/format compatibility with storage module device-type controllers. The single-unit price is $5,000, a spokeswoman said from 5 Militia Drive, Lexington, Mass. 02173.

Intelligent Workstation Based on Motorola 68000

BEDFORD, Mass. — Bedford Computer Systems, Inc. has announced the Meteor, an intelligent terminal workstation based on the Motorola Corp. 68000 microprocessor.

Mini Bits

The unit can be used as a word processor or as a graphic artist's workstation for creating book and magazine illustrations. Features include full pagination for all types of printed material, the vendor said.

The unit costs from $8,700 the vendor said from Tillell Road, Bedford, N.H. 03102.

SSM 32K-Byte Memory Board Out; MB64's Price Reduced

SAN JOSE, Calif. — Recent reductions in the price of memory chips have allowed SSM Microcomputer Products, Inc. to cut the price of its 64K-byte memory board. The firm also announce a 32K-byte board.

The MB64 is now $599, a 20% reduction from its previous price of $749. The board is configured with two 32K-byte blocks of random-access memory and up to 8K bytes of erasable programmable read-only memory.

The newly announced MB32 reportedly can be upgraded to a maximum of 64K by plugging in additional 2K chips. The MB32 board costs $425 from the firm at 2190 Paragon Drive, San Jose, Calif. 95131.

Cartridge/Tape Controller Out for Multibus Systems

CHAMPAIGN, Ill. — Central Data Corp. has announced a Winchester cartridge/tape controller for Intel Corp. Multibus systems.

The controller works with Intelligent Memories, Inc. disk drives and Data Electronics, Inc. streaming tape drives. The board functions under the firm's Zmos operating system and can be configured on any multibus system, the vendor said.

The controller board costs $450, the vendor said from 1602 Newton Drive, Champaign, Ill. 61820.

Interface Supports Display, Graphics for Apple II

ARLINGTON HEIGHTS, Ill. — Amdek Corp. has announced an interface for Apple Computer, Inc. Apple II processors to support high-resolution graphics and an 80 by 24 character display.

Called the DVM, the unit consists of two printed circuit boards that can be plugged into the Apple II's I/O bus. The unit does not interfere with the normal operation of the Apple II and does not affect software compatibility, the vendor said.

The unit costs $199, the vendor said from Suite E, 2420 E. Oakton St., Arlington Heights, Ill. 60005.

Magnetic Tape Subsystem Released for Apple II, III

SAN DIEGO, Calif. — Innovative Data Technology, Inc. has announced a magnetic tape subsystem for Apple Computer, Inc. Apple II and Apple III processors.

Configured in a ½-in. format, the SCDR-10500 tape drive features IBM, Ansi- and ECMA-compatible hardware and software for Apple processors. The tape subsystem allows Apple users to communicate with IBM and compatible processors using 9-track NRZI-800 char./in. or 1,600 char./in. magnetic tape, the vendor said.

A single 1,600 char./in. subsystem costs $8,500. Additional daisy chain drives cost $4,250 each, the vendor said from 4060 Morena Blvd., San Diego, Calif. 92117.

Memory Board Introduced For IBM Personal Computer

SANTA ANA, Calif. — Vista Computer Co., Inc. has introduced a memory board for the IBM Personal Computer that allows up to 576K bytes of storage.

The Maxicard uses one slot and reportedly allows the user to populate any and all 64K blocks between 64K and 640K.

The board uses industry standard 64K random-access memory, runs at full speed with no wait states and contains on-board parity bit on each byte. The Maxicard costs $1,849, the vendor said from 1317 E. Edinger Ave., Santa Ana, Calif. 92705.

Removable Disk Subsystem Fits IBM Personal Computer

LAGRANGE PARK, Ill. — BC Systems, Inc. is offering a 20M-byte removable disk subsystem for the IBM Personal Computer and other S-100-based microcomputer systems.

The subsystem consists of two 8-in., 10M-byte floppy disk drives with start/stop times of 4 to 5 sec. The data transfer rate is 1.13M byte/sec with an average seek time of 35 msec.

The dual-drive subsystem, available July 15, costs $6,895 from the firm at 1016 31st St., LaGrange, Ill. 60525.

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Commterm Digitized System Handles Voice Messages

BURLINGTON, Mass. — Commterm, Inc. has unveiled a digital voice store-and-forward system said to let users automatically and remotely control the access, location and disposition of their telephone messages.

With the Electronic Voice Exchange (EVX), users can pick up messages; repeat, save or cancel them; order a hard-copy transcription; or transfer them to someone else, the vendor claimed.

A CPU is at the heart of the system and voice messages are stored on a disk drive for immediate retrieval or long-term storage.

An installed EVX system designed to handle 1,500 users costs about $130,000, according to a Commterm spokesman.

Commterm is headquartered at 10 Third Ave., Burlington, Mass. 01803.

Report: Copier Sales, Not OA Line, Remain Key to Profits at Xerox

By Bruce Hoard
CW Staff

NEW YORK — Despite its heralded plans to offer a complete line of office products, Xerox Corp. still derives over 90% of its operating profits from copiers, according to a recent report from Northern Business Information, Inc. (NBI).

"Xerox: A Strategic Analysis," maintains the company's main project since the early '70s has been to reduce its dependence on copier sales because the market for stand-alone copiers is shrinking. NBI predicts the decline will begin by the end of the '80s.

The diversification that began in the late '60s has been slowed by the company's failure in mainframe computers in the mid-'70s and early failures in the word processing market, the report claims.

Xerox' plan from the outset was to fund its diversification project with earnings from its copier business. However, that strategy is being frustrated by "increasingly fierce competition" in the plain-paper copier market.

NBI estimates that Xerox' share of the U.S. copier market fell from virtually 100% in 1970 to 43% in 1981. It also claims the company's operating margins fell from 29.9% over the same time period.

"Xerox' early failures in office automation and the decline in profitability in copiers has forced management to rethink its strategy," the report notes. "One result has been a restructuring of Xerox' organization."

Those changes have included emphasis on decentralization to "bring decision making closer to the marketplace." Another major goal is to get costs down to improve profitability. Technologically, Xerox has introduced a flurry of OA devices with the intent of gaining leadership in OA as well as copiers.

In office automation, its strategy is predicated on turning placements of its Ethernet local-area network into sales of workstations and peripherals. Company officials see the attachments, rather than Ethernet itself, as the real money earners.

A corollary of that strategy is emphasizing automation for office professionals and executives, since Xerox studies have shown salaries for those two

(Continued on Page 104)

Electronic Mail Package Runs on Commputer CPU

BEAVERTON, Ore. — Computer Development, Inc. has unveiled an electronic mail software package for its Commputer communications processor which is said to offer additional networking capabilities.

The Commail package features electronic mail with a comprehensive telephone directory, a word processing capability for message preparation and editing and a menu-driven terminal communications control system, the vendor claimed.

All routines are automatically linked together for communications on Z80-based systems (other versions are available on request), according to the vendor spokesman.

Commail can employ standard Ascii character transmission, allowing normal Ascii text and verified text, programs, data or encrypted files to be mailed over phone lines.

The package provides 24-hour-a-day service, automatically transmitting files at selected times, receiving messages from any other connected system and logging all incoming and outgoing message activity, the vendor said.

It costs $495 from Computer Development at Suite 200, 6700 S.W. 105th, Beaverton, Ore. 97005.

OA Technology — Part 2

Home Users Seen Bulk of CBMS Market

By Bruce Hoard
CW Staff

OTTAWA — There are currently 125,000 computer-based message service (CBMS) mailboxes in the U.S. receiving 60 million to 80 million messages a year, according to Stephen A. Caswell, president of Network Innovation, a Canadian consulting firm here.

Home users of this form of electronic mail are the most numerous, sending and receiving about half the total traffic through such service bureaus as Compuserve and the Source. Texas Instruments, Inc. has more corporate mailboxes than any other company, with approximately 12,000, he added.

Caswell, who is also editor of *Electronic Mail & Message Systems*, explained CBMS uses store-and-forward technology to send messages through packet-switched networks. The packet-switching networks use multiplexers to condense many messages into one line.

Off-the-Shelf Packages

Larger companies seeking electronic mail commonly turn to such companies as BBN Information Management Corp. and Dialcom, Inc. for their needs, he said. Buying those packages makes more sense than developing one in-house, unless there are specific and rigid protocol needs to be met.

"Anybody that would go and build their own package would have to be crazy," the editor observed.

Asked about the value of computer-based electronic mail packages offered by hardware vendors, he said they were limited by their inability to handle large numbers of simultaneous users. However, he added they are improving and well-suited to closed networks.

This is the second in a series of articles reviewing various office automation technologies. This week, a look at electronic mail. In the June 28 issue, a look at voice store-and-forward systems.

Most CBMS packages of the service bureau variety share several common features, according to Caswell, who developed Bell Canada's Envoy 100 package. Sending options include "urgent," which sends the message to the top of the recipient's queue, and "registered," which prompts a return message.

Receive options include automatic reply and file forward. Editing options are also found on most of these systems, according to Caswell.

A "cutting feature" that separates one CBMS from another is the ability to link up with "offnet" services such as Telex and the U.S. Postal Service's Mailgram, he said. Forms creation is another state-of-the-art feature, Caswell added, explaining that it expedites message sending by prompting users through a menu-driven process.

Packages that offer both these capabilities include GTE Telenet Communications Group's Telemail, BBN Information Management's Infomail and Dialcom's Intercomm, he claimed.

Any Ascii terminal can send and receive CBMS traffic, usually at a speed of 1,200 bit/sec, according to Caswell. Some IBM 3270-compatible terminals also have the ability, but at higher speeds to 2,400 bit/sec, he said.

Based on 'Risk Assessment'

The decision to go with a CBMS package is based on "risk assessment." "You can't cost-justify electronic mail in hard dollars any more than you can the telephone," the firm's president said. Like the telephone, a CBMS saves time (up to an hour a day) and adds new capabilities. He also said electronic mail enhances group planning by allowing users to send a message to multiple users simultaneously.

The way to minimize risks is by starting with a pilot project that utilizes a public service, according to Caswell. Project members should form a "community of interest," meaning they should be people who normally communicate with each other at work. Caswell warned against lumping several top managers together in the pilot project.

The only money that will be lost if the project fails is whatever was invested in terminals — an amount he said was comparable to 2% of the average executive's salary. Conversely, gains up to 10% of that same salary may be gained with a successfull CBMS implementation, according to Caswell.

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Structured Systems Unveils OA-Oriented Products

OAKLAND — Structured Systems Group has unveiled several office automation oriented software products.

The vendor calls the Word Right word processing system for CP/M microcomputers the first to use simple English-like commands. It allows users to learn and operate the system without having to memorize unfamiliar "dot" or initial commands.

Word Right costs $500.

The Magic Worksheet is an electronic spreadsheet for CP/M computers. It features menus of system functions and commands and prompts the user for specific information or commands.

Magic Worksheet costs $250.

The vendor's accounting packages run on Hewlett-Packard Co.'s HP 125 and IBM's Displaywriter. Applications include accounts payable, order entry, inventory and payroll. Prices for the packages run between $250 and $350.

The Sales Rep package is a user-interactive program that automatically defines the needs of prospective customers while explaining the features and benefits of the vendor's accounting packages.

Sales Rep costs $500, the vendor said from 5204 Claremont, Oakland, Calif. 94618.

Xerox Copiers Yield Profits

(Continued from Page 103)

groups represent the largest part of office expenses. In order to capture the groups, it introduced the Star professional workstation and 820 personal computer in 1981.

The report argues that the success of Xerox' OA strategy hinges on how well the company takes advantage of the time lead the baseband technology-based Ethernet enjoys over the broadband Wangnet from Wang Laboratories, Inc. and other expected systems from IBM and AT&T.

"Ethernet is far from being the ultimate networking scheme," the report declares. "If Xerox is not able to convince a significant number of the Fortune 1000 to commit to Ethernet in the next year, the system stands to be eclipsed."

The report goes on to predict that in the "intermediate term" Xerox will introduce an executive workstation priced between Star and the 820. Beyond that, it will use its copier sales force to sell complete office systems to major accounts and increase the scope of Xerox Computer Services, particularly in the area of software development.

The stakes are high for Xerox. In a grim warning, NBI states: "The demon that drives management on is the prospect that failures could make Xerox the buggy-whip maker of this half of the 20th century."

The 210-page "Xerox: A Strategic Analysis" costs $575 from Northern Business Information, Inc. at 66 W. Broadway, New York, N.Y. 10007.

DELTAK and CW Communications can help you make an intelligent decision about Business Personal Computers

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Computerweek

During COMPUTERWEEK, a national conference presented by the publishers of *Computerworld, Computer Business News* and *Infoworld*, DELTAK videotaped a broad range of sessions by industry experts sharing their insights into business personal computing. These sessions are now available as a Conference Journal, ***Personal Computing: A Business Perspective,*** exclusively from DELTAK, the world's leading producer of video-based DP and management training programs.

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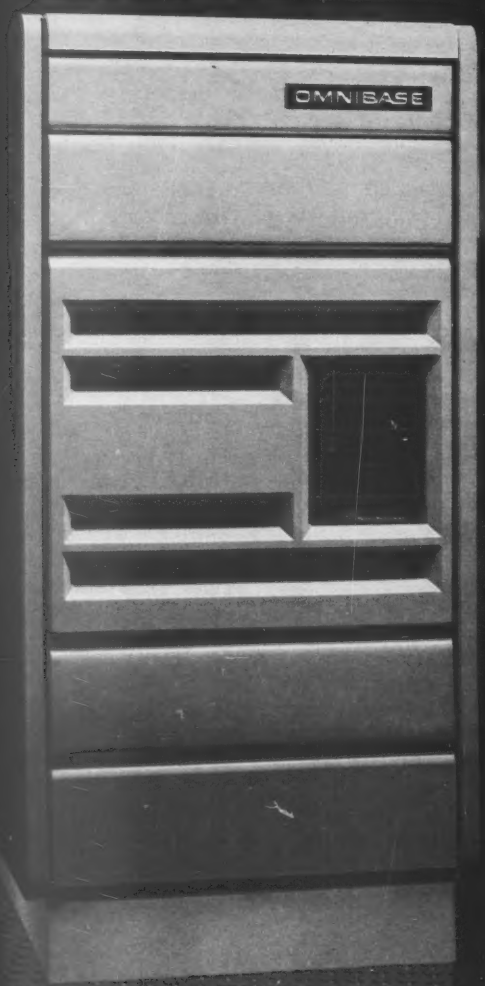

COMPUTER INDUSTRY

Magnuson Looks To Settle Debts

By Marcia Blumenthal
CW Staff

SAN JOSE, Calif. — Magnuson Computer Systems, Inc. will probably determine this week to what extent it will be able settle the $6.5 million in current indebtedness to its trade creditors.

On June 2, the company held a meeting with its creditors to hash out the final agreements for payment of accounts owed these vendors. Some 35 suppliers turned out for the meeting, according to Robert Stephens, a Magnuson vice-president.

If the firm had to pay the total $6.5 million outstanding to creditors, it could not stay afloat, Stephens said.

However, the firm's principle lender, the Bank of America, has a secured position on all the firm's assets. Therefore, trade creditors, who do not hold a secured position, would be unable to collect any payment if

(Continued on Page 116)

Canadian, U.S. Firms Join Venture To Form International DP Coalition

By Jake Kirchner
CW Washington Bureau

QUEBEC CITY — Representatives of Canadian and American computer firms met here recently with their counterparts from a dozen Western nations to begin forging an international coalition of information industries.

Under the auspices of the Canadian Computer and Business Equipment Manufacturers Association and similar groups from around the world, the industry representatives sought a common ground on a number of issues of concern to producers of information products and services, including transborder data flow, international trade, telecommunications and standards.

The International Information Industry Conference attracted more than 200 representatives of industry, government and academia from Canada, the U.S., England, France, Italy, Switzerland, Germany, Sweden, Australia, New Zealand, Brazil and Japan, among others.

Opening the conference was Grant G. Murray, vice-president and general counsel of IBM Canada Ltd., who stated that "as a by-product of our success we, as members of the information processing industry, increasingly find ourselves trying to cope with concerns and issues which are not only inherently complex, but which also transcend national boundaries."

Noting "the increasing internationalization of our industry's environment," Grant explained that "some of us came to the conclusion that, although we were actively involved at the national level with such issues as privacy, telecommunica-

(Continued on Page 110)

Supplier, Two Execs Charged With Conspiracy in Theft

By Jeffry Beeler
CW West Coast Bureau

SAN JOSE, Calif. — A local electronics supplier and two of its principals have been charged with conspiracy and receipt of stolen property for allegedly contributing to the theft of $200,000 worth of minicomputer disk systems.

W/W Component Supply, Inc., its president, Brent Wright, and its treasurer, Timothy Wedlake, stand accused of buying more than 800 stolen Shugart Associates, Inc. disk units from two of Shugart's warehouse employees. Wright and Wedlake allegedly acquired the pilfered systems for a fraction of their retail price and then resold the goods at a discount to local distributors and end users alike, according to an area law enforcement official.

Each suspect now faces one count of conspiracy and multiple counts of receiving stolen

(Continued on Page 115)

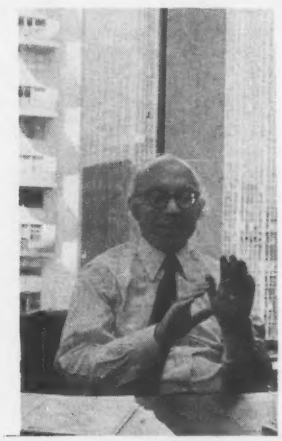

Photo by M. Blumenthal
Seymour Altucher

Consco Approaches 'Household' Tag

By Marcia Blumenthal
CW Staff

NEW YORK — Although Consco Enterprises, Inc. here has been around since the late '60s, the software firm isn't exactly a household name in the industry. But that situation may be changing now as the company picks up steam, moving into the accounting information arena.

Until now Consco has been known primarily for its Consolidation package, which has about 55 users, many among Fortune 500 companies.

Recently, however, it introduced a totally new version of its Accounting Information System (AIS), which goes beyond general ledger accounting systems now on the market, according to Seymour Altucher, the company's president.

Custom Beginnings

Like many of his counterparts in the packaged software market, Altucher started his firm designing custom software. He went about designing the company's first products "in a general way." At the time "we really didn't understand the implications of generality," he explained.

Altucher devised this general approach from lessons learned as a system software designer with Sperry Univac. However, he tired of system software, because "I had no concept of who the user was. I couldn't talk to anyone and after a while that got to me."

What Altucher means by generality is a relational data base management approach to general ledger systems — data base with a small "d," added Don Goodman, the company's vice-president. "It's Vsam files, but the ability to get to the data is not restricted by any assumed usage."

With AIS, users define the data environment and can pick out and relate data items located in disparate places within a set of data. "There is no limitation on how data can be select-

(Continued on Page 108)

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Major Car Maker Opts for Flexibility Of General Ledger System as Standard Equipment

DETROIT — When Ford Motor Co. here decided to install a common general ledger system for its U.S. operation, it reviewed 75 such packages on the market.

Until now, the car maker has used a system built in-house, according to Ted Danielson, manager of the Finance and Staff Systems Department of Ford's finance staff.

Some 20 to 30 accountants and systems people served on the review committee, which made its decision on the package last December.

The committee narrowed to four the number of finalists, eventually selecting Consco Enterprises, Inc.'s Accounting Information System (AIS).

While Danielson declined to name all the other finalists, he did say Management Science America, Inc. was one of them.

Flexibility Impressive

While Consco was by no means a "shoo-in," Danielson reported the committee was impressed with the flexibility of the system.

There are more tailoring capabilities in AIS, Danielson reported, noting that the firm's account structure is "unusual." Moreover, it was designed for a large multinational company.

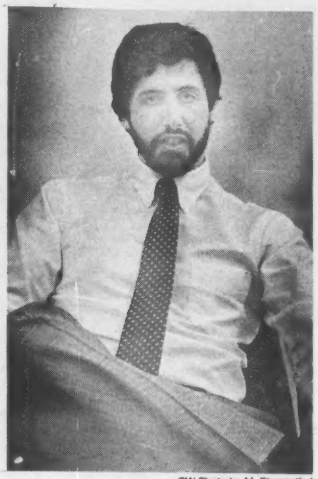
Consco was not totally unknown to Ford, however. Danielson said that the company had looked into acquiring Consco's Consolidation package in the past, but never followed up on the inquiry.

In making its final determination to go with AIS, Ford visited Eaton Corp., one of the users of AIS, noted Danielson.

The fact that Consco as yet has very few users for AIS made Ford very nervous, Danielson said, but Ford was impressed with the performance of the package.

The first implementation of the package, which is priced in the $200,000 range, will be in the corporate central accounting service and the body and assembly group in the Electrical and Electronics Division, according to Danielson.

Consco Shoots For 'Household'



CW Photo by M. Blumenthal

Don Goodman

(Continued from Page 107)

ed and combined in the system," he maintained. In addition, the system sports a report writer that allows multiple formats in the same report, he said.

Traditionally, users have been tuned to an account master approach to general ledger systems, but today there is a whole generation of users out there who know that system and see its limitations, Goodman stated.

An accounting and computer science major at Wharton, Goodman joined Consco in 1975.

While Goodman implied users weren't ready for Consco's approach, Altucher was candid, admitting that in the past the firm has also been "incredibly naive" about marketing.

But that naivete appears to be a thing of the past.

New Sales Punch

Consco is positioning AIS as the high-end system in the general ledger market. Altucher and Goodman still sell, and the firm is in the process of bringing on additional sales personnel.

However, Consco sees itself a "software supplier consultant" rather than a packaged vendor, Goodman said.

But the company has plenty of stiff competition from traditional general ledger vendors.

"When we give a marketing presentation, we study the customer's annual report; we call their accounting firm." Altucher said.

"We know what kinds of things they are look for and the problems of the customer's industry," Altucher continued.

A typical installation takes 30 to 40 days of training. Consco just hired additional support personnel and moved that operation to Edison, N.J.

Recently, the company held its first users group meeting and has established a support agreement for its users.

The company is operating at the $2-million revenue level today, and Altucher expects to at least double that figure next year.

The firm expects to add 15 to 20 new installations this year and is shooting for 40 next year.

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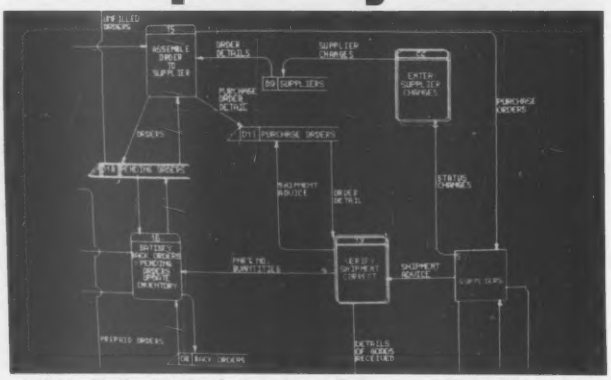

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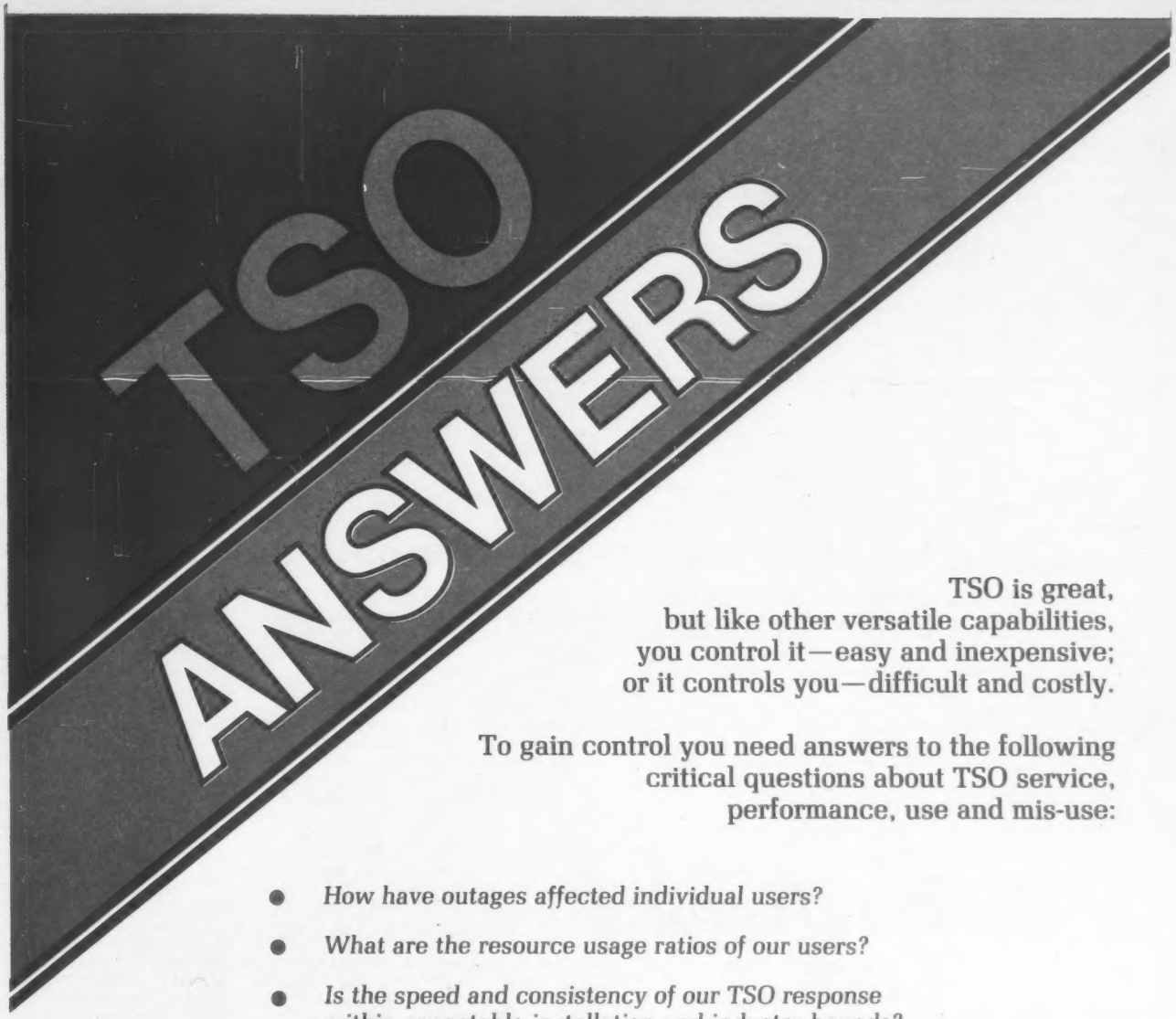

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Information Firms Told to Educate Governments

By Jake Kirchner
CW Washington Bureau

QUEBEC CITY — A former high-level official of the U.S. State Department last week chided the information companies of the world for not better educating their governments to the importance of their products and services and to the need to support domestic high-technology industries.

Addressing a session on informatics at a recent international information industry conference here, Matthew Nimetz, until recently undersecretary of state for security assistance, science and technology, said "the education of our political leaders about the dimensions and development of our information-based societies is the paramount challenge facing us."

Saying governments "will play a major role in shaping the development of informatics," Nimetz, now a New York attorney, stated "as a former govenment official I can attest to our lack of information and the inadequacy of our governmental structures and the sporadic and unstructured nature of consultations between the government and the private sector."

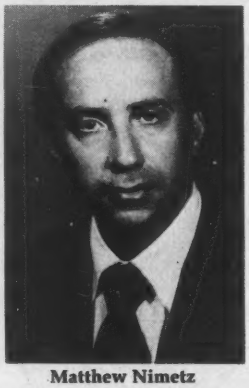
As in many international discussions of informatics, the recent session focused particularly on transborder data flow. Control Data Corp. President Robert M. Price argued that "when stripped of the euphemistic titles, such as 'transborder data flow' or 'informatics,' what we're talking about . . . boils down to protectionism."

Price's comment that much national privacy legislation is only a cloak for "economic nationalism" was immediately countered by Carlos Guiliano, of the Intergovernmental Bureau for Informatics, a Third World organization, who decried what he called "unguarded talk about the threats to the unencumbered flow of information."

Unguarded Talk

Later, Carlos Guiliano of the Intergovernmental Bureau for Informatics, decried what he called "unguarded talk about the threats to the unencumbered flow of information."

Guiliano said, this kind of talk "has left the impression that the world is gathering into bastions of opposition to the concept of information interchange . . . We do not find any basis in fact for such allegations."



Matthew Nimetz

But, he continued, "we do see a danger that unless careful thought is given to systematic policy development among nations, the situation could evolve into a world composed of information-rich and information-poor nations rather than a global sharing of universal knowledge."

"Some of the ignorance in the government sector is quite understandable," Nimetz said.

"We tend to learn about industries that are in trouble" and "this industry has never had to come to the government for help," Nimetz attested.

Whatever the cause of this ignorance, most government officials "are very superficially informed" about high technology.

U.S., Canada Attend International Coalition

(Continued from Page 107)

tions and ergonomics, we weren't terribly confident that we fully understood their international implications."

The gathering here was also the result of a growing industry awareness that internationally the issues of concern to information companies increasingly are being influenced and resolved by political organizations, both national and international, which only rarely represent the interests of the corporations and organizations that provide the products and services of the information revolution.

As the preliminary development of an international federation of information industry associations, the groups worked to identify issues of common interest, which the associations hope can be addressed by the participants over the next year and eventually lead to development of a united industry front.

In the future, it was suggested, such an international coalition could bolster industry representation before national governments and international organizations. The need for enhanced communications and cooperation among the world's industry representatives was also cited as a motivation.

While pushing for increased international representation of their concerns, needs and goals, the companies gathering here also displayed considerable interest in meeting what they termed their responsibilities to their customers around the world. In that vein, there was an extended dialogue between the participants and Carlos Guiliano, a representative of the Rome-based Intergovernmental Bureau for Informatics, which assists developing nations in their nascent efforts to assimilate and manage advanced information technologies.

Addressing the conference Tuesday, Quebec Prime Minister Rene Levesque told his audience that "you, the leaders of that veritable [information] revolution . . . have a responsibility that is unprecedented in all history.

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U.S. Slant on High-Tech Trade Seen Gaining

By Jake Kirchner
CW Washington Bureau

QUEBEC CITY — The U.S. push to include high-technology and services industries issues in existing international trade agreement mechanisms is gaining acceptance around the world, a high-ranking official of the General Agreement on Tariffs and Trades (Gatt) secretariat said recently.

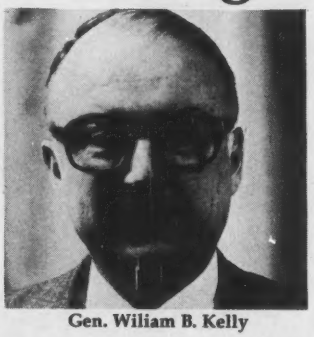
Deputy Gatt Director Gen. William B. Kelly said during the recent International Information Industry Conference here that most industrialized nations now accept, although in some cases reluctantly, U.S arguments that high-technology trade issues are sufficiently important and complex that they should be subject to Gatt study.

Over the last 35 years a series of multilateral trade negotiations by Gatt members have produced the basis for most trade agreements between the Western industrialized nations. Now, the U.S. contends the Gatt accords must be modernized to cover the increasingly sizable amount of trade conducted by high-technology and services industries, such as telecommunications and data processing.

U.S. Work Program

At a high-level ministerial Gatt meeting to be held in Geneva in November, the U.S. will propose what Deputy U.S. Trade Representative Michael B. Smith described here as "a work program to examine the existence of barriers and distortions to high-technology trade and to recommend measures by which Gatt might improve the environment for trade in high-technology goods and services."

Michael B. Smith



Gen. Wiliam B. Kelly

Smith noted that because of the importance of these industries and the poor worldwide economic climate, many countries are tempted to intervene on behalf of their high-technology sectors. The U.S. is no exception; there are numerous bills pending in Congress that would restrict foreign access to U.S. markets unless American firms are free to compete abroad.

While the U.S. is conducting bilateral negotiations with a number of countries, including Japan and Canada, for moderation of what American companies see as unfair trade barriers in high-technology sectors, the Reagan administration believes long-term solutions to these problems must come through some organized mechanism to resolve growing trade disputes in high technology.

Defuse Domestic Urges

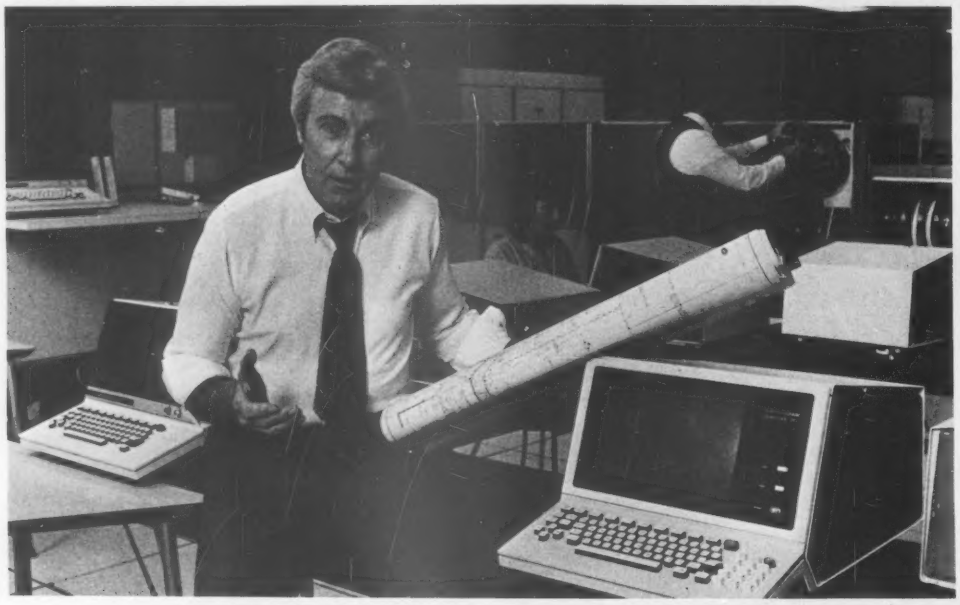
The White House also sees the Gatt work program as a way to defuse domestic urges to pass trade reciprocity legislation. With a few exceptions, the U.S. high-technology information industries support the administration's efforts to try to resolve these issues within the Gatt framework.

But according to Kelly, "in the high-technology area, frankly, the United States ... does not have the support of the other [Gatt] parties." The problem the U.S. faces in bringing these issues before Gatt, he told the conference, is that "the U.S. has been very unclear about its objectives."

Also, he said, the view from the Geneva-based Gatt organization is that "we're at a very early stage" in the willingness and ability of the world's trade negotiators to tackle problems "not only in the high-technology area, but in the services area and the investment area."

In comments made following his address, however, Kelly said he detects a growing international acceptance of the U.S. arguments on these issues. Trade negotiators do not know a lot about these issues and often feel Gatt resources would be better allocated to addressing existing and equally pressing problems in trade that are already covered by Gatt accords, he said.

But, he continued, the U.S. has considerable influence in Gatt and has been vigorously pushing its work program plan. He said he could not predict what the Gatt ministers would decide on this issue in November.



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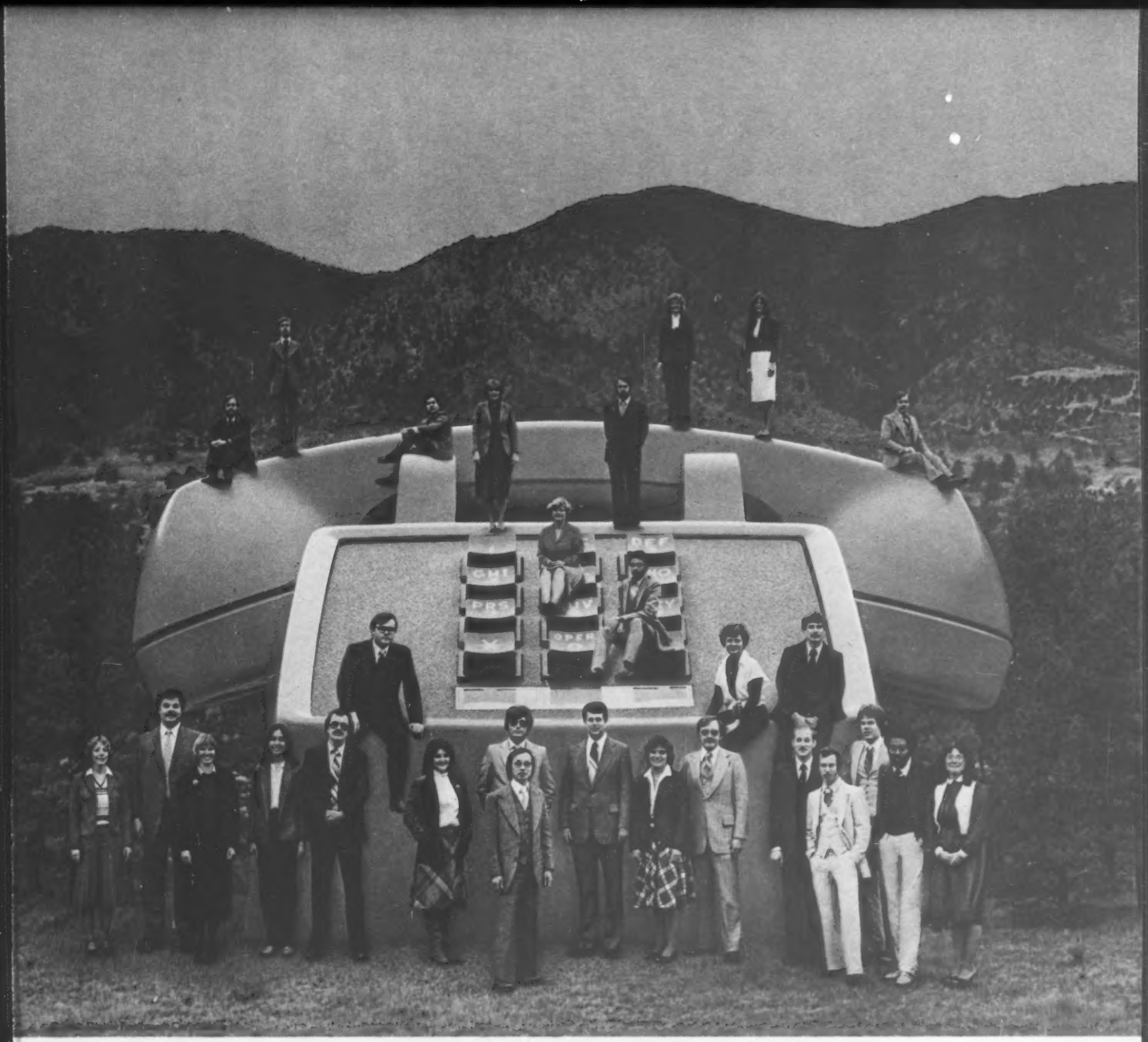

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Silicon Firms Indicted

(Continued from Page 107)

property. Similar charges have also been filed against W/W.

The case reportedly marks the first time in Silicon Valley, Calif.'s, long history of high-technology theft that indictments have been sought against an entire corporation. In the past, the only defendants ever prosecuted for dealing in the area's electronics black market were the individual thieves themselves, according to Santa Clara County Deputy District Attorney Douglas Southard.

The thieves' corporations were left alone, even though many of the organizations were clearly "fronts" for their owners' lucrative fencing activities, Southard said.

Main Aim

The main aim behind the area's recent changes in prosecution tactics is to deter future high-technology thefts by encouraging otherwise negligent shareholders to monitor their companies' activities closely. For Southard, the emphasis on corporate shareholders is critical.

"I sometimes get the impression that shareholders or people in similar positions don't particularly care whether their companies are managed ethically as long as the organizations make a buck," he said. "But we feel that if a company is engaged in black marketeering, its shareholders bear at least some of the moral responsibility, even if they never become personally involved in the crime."

In keeping with Southard's sentiments, law enforcement officials here have recently taken steps to stiffen the penalties for corporate shareholders whose companies are found guilty of stealing another firm's products.

If convicted of all 15 criminal counts now facing it, W/W would find itself legally liable for up to $75,000 in fines, all of which would have to be paid directly from the shareholders' pockets.

Successful prosecution might also leave the company wide open to a civil suit, which in turn could force W/W to pay its alleged victim, Shugart, nearly $700,000 in damages and related expenses, Southard said. Under California law, thieves can be sued by their victims for three times the total amount of all theft-related damages, court costs and attorneys fees.

The double whammy of stiff civil and criminal penalties could put a serious dent in a convicted black marketeer's pocketbook and therefore will probably "serve as an effective deterrent to future high-technology theft operations," Southard said.

Southard's observations came hard on the heels of a recent Silicon Valley disclosure that W/W and its two key executives had been charged with buying 803 Shugart SA 400- and 800-series disk systems for a total of about $37,000. The stolen goods were allegedly furnished to the W/W officials last November and December by Shugart warehousemen Randy Casanave and Bert Mora, both of whom have already been convicted of the thefts.

Intel's IAPX 186 Integrates 16-Bit CPU

SANTA CLARA, Calif. — Intel Corp. last week announced its IAPX 186, a chip that integrates a 16-bit CPU and all other functions commonly found in a single-board CPU subsystem.

The new chip is expected to overlap about 40% of the current market for 8-bit devices, and by 1986 the 16-bit market will probably double, according to Bob Patterson, Intel's product marketing manager for microprocessor products.

The new chip is a follow-on to the company's IAPX 286, introduced last February.

Called the 80186, the device will eventually replace Intel's widely used 8086, he said. However, processors built with the new chip will be software compatible with all existing 8086 and 8088 software.

Integrates Enhanced 8086

The 80186 integrates an enhanced 8086, plus 15 to 20 support chips on one device. The chip will primarily be used to build systems for cost-sensitive applications such as personal computers and intelligent terminals, the firm said.

The IAPX 286, on the other hand, is used in systems that support multiple user and/or multiple tasks.

The announced price of the 80186 is $30 in quantities of 10,000 devices. With two address latches the chip is priced at $36 in the same quantities, compared with the current price of $74 for the 8086, Intel said.

The increased performance and reduced cost for 16-bit chips will eventually impact the market for 8-bit devices, Patterson said.

Microprocessors currently in production using 8-bit chips will continue using those devices, but new systems going into production will opt for 16-bit technology, Patterson claimed. Intel is located at 3065 Bowers Ave., Santa Clara, Calif. 95051.

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Supershorts

Prime Computer, Inc. and EMC Corp. have reached an out-of-court settlement of Prime's suit against EMC.

Because of the confidential nature of the information involved, the terms of the settlement were not released and the firms will make no further public comment on the matter.

— — —

Amperif Corp. has formed a research and development partnership, Amperif Research Partnership — 1981, with TC Enterprises, Ltd. of Oklahoma, to develop two versions of a cache disk memory system for the IBM market.

The partnership has secured $1.75 million in funding through Stifel, Nicolaus, & Co., Inc. based in St. Louis, Mo.

— — —

SLI Industries, a manufacturer of 8-in. Winchester disk drives, has changed its name to Megavault and has relocated to 6431 Independence Ave., Woodland Hills, Calif. 91367.

— — —

Lear Siegler, Inc.'s Avitron International Division is setting up distributors and negotiating manufacturers' licensing agreements in Brazil, Argentina, Chile, Ecuador, Venezuela, Colombia, Panama, Uruguay and Peru as part of an expansion of Lear Siegler's Data Products Division into the South American market.

— — —

State Street Bank and Trust Co. of Boston and NCR Corp. have formed an electronic payment network that will reportedly link New England area financial institutions and retailers into the region's first comprehensive electronic funds transfer system.

State Street has ordered 250 automated teller machines (ATM) and computer-based software and services from NCR, valued at $10 million, to implement the first phase of the project.

The ATMs, to be known as Visa Banking Centers, will be installed in financial institutions and selected retail sites and will give customers around-the-clock access to their checking, savings and other financial accounts through the use of new Visa debit cards or proprietary debit cards issued by the participating financial institutions.

— — —

Harris Data Service, Inc. has formed a new division for the management and development of its software product distribution network.

The firm is seeking additional software support companies as charter members of its network with a ceiling placed at 50 members.

Currently, 30 independent member firms market Harris Data products.

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IBM 3101 Display Terminal

IBM 3232 Model 51 Printer

Magnuson To Settle

(Continued from Page 107)

the firm were forced into bankruptcy.

The recent meeting was a continuing step in the process Magnuson has been undergoing for the past six weeks to work out satisfactory payment to suppliers.

Creditors were supposed to have chosen one of the four options available for payment by the June 2 date, Stephens said.

During the past several weeks Magnuson has whittled down the number of creditors from about 500 to 200.

The company did that in a two-tier way, first paying off suppliers who were owed less than $400.

The next step was making payments to those suppliers who were owed between $400 and $1,600, Stephens explained.

The four options that have been presented to the remaining creditors were as follows:

- Cash discounts — The firm will pay $1,600 plus 25 cents on the dollar up to the amount owed.
- Inventory return.
- Suppliers agreeing to purchase Magnuson equipment as upgrades to their systems.
- Acceptance of a noninterest bearing note payable in full in March of 1984.

The low turnout at the meeting reportedly was because creditors already understood the options available.

Stephens said the payment plan was devised by the company, its bank and major creditors.

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For more details on the compatible *and* competitive 8890 family of computer systems, write: Nixdorf Computer Corporation, 300 Third Avenue, Waltham, MA 02154.

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Nickels & Dimes

Integrated Office Systems has secured over $4 million in its first round of financing. Investors include Bessemer Venture Partners; Hambrecht & Quist; Asset Management Associates; Merrill, Pickard, Anderson & Eyre; Institutional Venture Partners; Matrix Investment Partners; Arscott, Norton & Associates; and C.M. Capital.

$ $ $

Applied Data Research, Inc. has declared a 5% stock dividend for all shareholders of record on June 14, payable on June 30, 1982. Applied Data's domestic bank line with the Girard Bank of Philadelphia was recently increased from $5.5 million to $8 million.

$ $ $

Rand Information Systems, Inc. declared a one-for-three reverse stock split of the firm's outstanding common shares, effective on the day of its annual meeting, subject to ratification by the shareholders. The company will also increase the authorized shares after the split to four million.

$ $ $

Management Assistance, Inc. (MAI) has reached an agreement with **Continental Telecom, Inc.** to acquire the option to purchase all of the 1,288,200 shares of MAI stock currently held by Continental for $2.5 million. Continental will not acquire any additional shares of MAI stock, solicit proxies or sell the shares of MAI stock subject to the option. The option is exercisable at $16.98 per share between Nov. 15 and Nov. 30, 1982. MAI can extend the option until March 30 upon payment to Continental of an additional $583,000.

$ $ $

Magnetic Controls Co. has declared a three-for-two stock split, in the form of a 50% stock dividend payable June 23, 1981, to shareholders of record June 9. The dividend will increase the outstanding stock to 3,803,699 shares.

$ $ $

Management Science America, Inc. has announced the public offering of 710,000 shares of common stock at $21.25 per share. Of the total, 250,000 shares are being sold by the company; the remaining shares are being sold by certain shareholders.

$ $ $

The Software Authority has obtained $500,000 in additional funding from Oscco Ventures of Menlo Park, Calif.

$ $ $

Lifeboat Associates has received an undisclosed amount of additional funding from Bessemer Venture Partners of New York and Oak Investment Partners of Westport, Conn.

$ $ $

Informatics General Corp. common stock will begin trading on the New York Stock Exchange on June 7, 1982. Approximately 3.4 million shares formerly traded in the over-the-counter market will be transferred to the exchange, and an additional one million shares will be available for stock options.

$ $ $

The David Jamison Carlyle Corp. has obtained a new increased credit line from Security Pacific National Bank in the amount of $10 million.

Directory Lists DP Purchasers

HUDSON, Mass. — *The 1982 Directory of Systems Houses and Computer OEM's* has recently been released here by Sentry Database Publishing.

The directory contains detailed marketing information about the buyers of equipment. It is indexed and cross-referenced by geographic location, application expertise and suppliers.

The new edition reports that sales of minicomputers and microcomputer peripheral devices to OEM's rose dramatically in 1981, citing that a total of over 270,000 peripherals were purchased — more than double the 1980 figure.

Leading the market were teleprinters, which posted a fivefold increase to 27,663 units in 1981. Digital Equipment Corp.; Texas Instruments, Inc.; and Seimens Corp. topped the field in total teleprinter sales, according to the reference directory.

The 677-page directory is available for $397 from Sentry Database Publishing, 5 Kane Industrial Drive, Hudson, Mass. 01749.

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Executive Corner

• Fred A. Snow has been appointed president and chief operating officer of Vector Graphic, Inc.

• Craig Benjamin has been named executive vice-president of marketing for Western Business Computers, Inc.

• Lewis Solomon has been elected senior vice-president and executive assistant to the chairman of General Instrument Corp.

• Donald G. Heitt has been named vice-president of marketing for General Automation, Inc.'s Computer Division.

• Robert W. Mayberry has been elected vice-president of Insurance Data Processing, Inc.

• Lester J. Limbaugh has been promoted to vice-president, product development, of Harris Corp.'s Computer Systems Division.

• Richard R. Allen has been appointed vice-president of finance at Data Systems Design, Inc.

• Eugene W. Helms, Robert M. Lockerd, William B. Mitchell, Timothy B. Smith, Donald P. Bynum, William J. Turner and David D. Martin have been elected assistant vice-presidents of Texas Instruments, Inc.

• Robert W. Reedy has been named vice-president of marketing for Recognition Equipment, Inc.

• Walter J. Ives has been promoted to vice-president, telecommunications research and development, at Hitachi America, Ltd.

• As part of a major reorganization, Ctec, Inc. has announced the following appointments: Phil Kiviat, vice-president and director, Systems Product Division (reappointment); Samuel L. Gravely Jr., vice-president, planning; Dean Hartwick, vice-president and director, Customer Programs Division; Dave Perlstein, assistant vice-president and director, Technical Services Division; Mike McDermott, assistant vice-president and director, Financial Division; and Howard Fitzhugh, assistant vice-president and director of administration.

• Louis W. Abbott has been appointed executive vice-president of Wavetek Corp.

• Kent Mueller has been appointed vice-president and general manager for Capex Corp.'s new sales division.

New Companies

Base 8, Inc. is a new firm providing consulting, analysis, design, programming, implementation and maintenance services for data processing. It is located at Suite 302A, 6920 Miramar Road, San Diego, Calif. 92121.

Celtic Technology, Inc. is a new company specializing in the development, manufacture and sale of computer graphics peripherals that transform video signals into photographs. The company is located at 20331 Celtic St., Chatsworth, Calif. 91311.

LDJ Computer, Inc. is a firm offering design, consulting and software solutions. **LDJ Electronics, Inc.** provides production monitoring equipment with complete scrap, efficiency/utilization, nonproductive/productive time analysis, line inventory control and blanket release scheduling. Both firms can be reached at P.O. Box 219, Troy, Mich. 48084.

'We've Got to Move Fast. Our Competition Has a New Floppy Disk That Doubles as a Frisbee.'

Computer Associates To Acquire Capex Corp.

JERICHO, N.Y. — Computer Associates International, Inc. has entered into a letter of intent with Capex Corp. to buy all of the outstanding shares of capital stock of Capex in exchange for 1.2 million shares of Computer Associates common stock. Based on recent trading for Computer Associates, the purchase price of the acquisition is about $22.5 million.

Both are developers of systems software. Computer Associates' primary product line is for the IBM DOS environment, while Capex products are geared to the IBM OS environment. Their products, the firms said, could be readily integrated.

Moreover, Computer Associates, which derives more than half its revenues from overseas markets, said it will have a ready outlet for Capex products.

Computer Associates had revenues of $28.4 million last year, with net earnings about 10% of sales. Capex, a privately owned company, had revenues for its latest fiscal year of $15 million. Computer Associates claimed the acquisition would make the firm the third largest in the software industry.

Capex is based in Phoenix and has 250 employees in 14 U.S. offices and five overseas offices. Computer Associates has 380 employees in six U.S. and 21 overseas offices.

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Fast Scrolling	Yes	Yes
Advanced Video	Yes	Yes

†Not available on most machines. VisiCalc® is a registered trademark of VisiCorp.

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Orders & Installations

Tymshare, Inc. has been awarded a multiyear contract by Western Electric to provide computer and support services for planning activities. The contract is valued in excess of $20 million.

Cray Research, Inc. will install a two-million word Cray-1S/2300 system, valued at $11.14 million, in France in the third quarter of 1982. The system will be used by a French government agency for scientific research.

Electronic Data Systems Corp. has signed a five-year facilities management contract with the Capital Savings and Loan Association, Olympis, Wash., to provide data processing and data center management.

Northern Telecom, Inc. has installed an SL-1 business communications system at S.C. Johnson & Son, Inc.

Liggett & Myers Tobacco Co., Inc. has purchased 53 Datalynx/3780 protocol converters from Local Data Co. to upgrade the remote print speeds at its tobacco product warehouses throughout the U.S.

Cincom Systems, Inc. has installed its Total Information System (TIS) at Anaconda Aluminum's Mill Products Division, the Wehr Corp. in Milwaukee and at Unilever, Hamburg, Germany. Bon Genie, a European fashion retailer, has installed Cincom's Series 80 TIS; and the Cincom Series 80 Mantis has been installed at Magic Chef Co., Cleveland, Tenn.; and at the G.O. McFaddin Co. in Memphis, Tenn.

Smallframe Systems, Inc. has installed the largest IBM Series/1 data base system in the country, with over 1G bytes on-line. The system is being used by Statewide Information Systems of Tustin, Calif., for the management of public record legal information. The data base spans four Control Data Corp. 240M-byte storage module drive disks and one 63M-byte mini-module drive disk, managed by Smallframe's virtual keyed access method. Twelve terminals are on-line to two million items, available for direct inquiry, update, deletion or addition.

Management Recruiters International, Inc. (MRII) has purchased Hewlett-Packard Co.'s HP 125, which will be used in conjuction with programming provided by Systems Analysis, Inc. to serve MRII's network of company-owned and franchised offices throughout the country.

Hartford Hospital has signed an agreement with the National Electronic Information Corp. to utilize its electronic Health Claims Distribution System, a national computer network of health care institutions and private insurance companies.

Commercial Software, Inc. has signed a contract to install its Cadets telemanagement software system in the Phillips Petroleum Co.'s Bartlesville, Okla., headquarters.

Computer Language Research, Inc., a firm specializing in computer services and computerized tax returns, has added the Intertel 90/10 system to monitor all data communications lines between the company and its clients throughout the world.

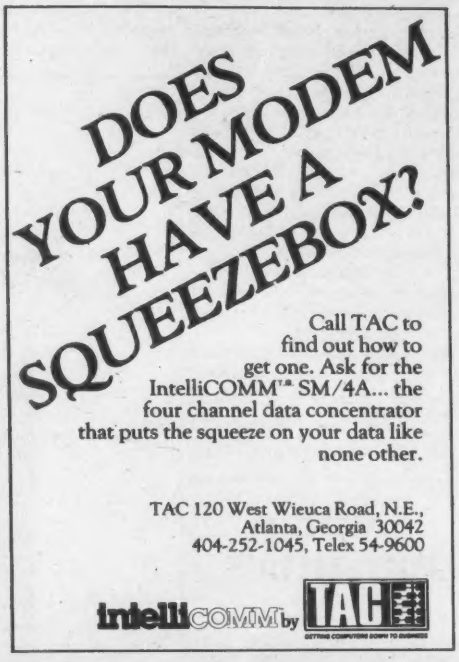
CSP, Inc., manufacturer of array processors, and Gould, Inc., S.E.L. computer systems division, have reached an agreement to continue their OEM relationship for two more years.

McDonnell Douglas Automation Co. (Mcauto) has signed an agreement with Data General Corp. for the sale of five Mcauto Unigraphics computer-aided design and manufacturing systems that will help DG streamline its computer design and manufacturing operations.

MSI Data Corp. announced a chainwide sale of a hand-held portable data entry computer system to Eckerd Drug Co. of Clearwater Fla. Eckerd, a division of Jack Eckerd Corp., has more than 1,200 stores in 16 states.

Contracts & Pacts

Altos Computer Systems, Inc. will supply Control Data Corp. with 3,000 to 5,000 16-bit Unix-based microcomputers under the terms of a five-year contract valued at from $30 million to $50 million. The first shipments are scheduled for the fourth quarter of 1982.



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Just three years ago, Intertec stunned the microcomputer industry when its SuperBrain™ desktop computer graduated with honors . . . outperforming all the others by achieving the best price/performance ratio in its class. Today, that scholastic achievement remains unchallenged. At least until now. . .

Announcing SuperBrain II™. . . our latest microcomputer marvel that's destined to be the "Most Likely to Succeed" in the Class of '82. With thousands of SuperBrains in use worldwide, it's no surprise that SuperBrain II users have given our new model the highest honors yet. Standard features include a powerful 64K of internal memory, a CP/M* operating system, a 24 line × 80 column display on a 12-inch non-glare screen, a full-featured ASCII keypad with operator convenience keys, twin Z80 processors and dual RS-232 communications and printer ports. But SuperBrain II outsmarts its Class of '79 counterpart by offering *leaner* pricing, *more* features and *better* overall system performance. New SuperBrain II features include a faster, enhanced disk operating system, a library of new visual attributes including reverse video, below-the-line descenders and impressive graphics capabilities *and* Microsoft† BASIC — all included at absolutely no extra cost!

SuperBrain II's internal circuitry has also been completely redesigned and is now computer tested to ensure optimum field reliability. Plus, there are four new SuperBrain II models from which to choose, offering disk storage capacities from 350K bytes to 10 megabytes! But, best of all, prices start as low as $2,495, including software!

Of all the single-user microcomputers available today, our SuperBrain II is certainly in a class by itself. Not only does it outprice *and* outperform its competitive classmates, it's also backed by our comprehensive customer protection programs — depot maintenance, extended warranties, a satisfaction guarantee and a factory sponsored users group. All in all, the SuperBrain II™ represents the most incredible microcomputer value we've ever seen (or probably ever will see) in a long, long time.

Contact your local dealer or call or write us at the address below for more information on our full line of single and multi-user microcomputers. Ask for our SuperBrain II "Buyers Guide" and find out why so many microcomputer buyers who insist on quality and value . . . insist on Intertec.

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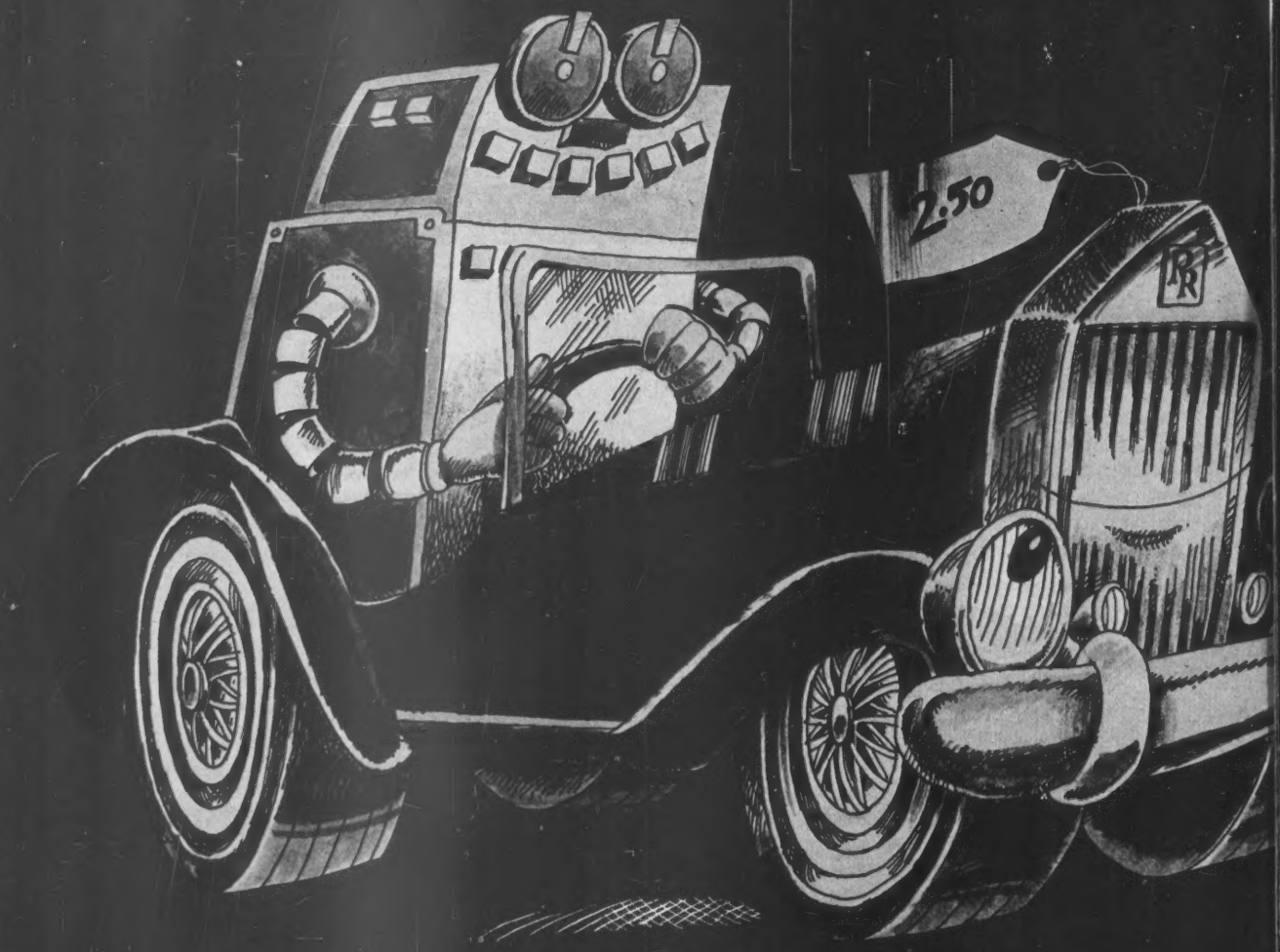
*Registered trademark of Digital Research †Microsoft is a trademark of Microsoft Corporation.

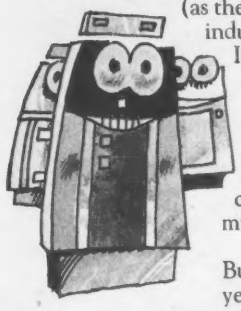
"If the auto industry had done what the computer industry has done in the last 30 years, a Rolls-Royce would cost $2.50 and get 2,000,000 miles per gallon."



Computers aren't just an industry, they're a revolution in the way mankind operates. And no one covers this revolution better than we do!

We are CW Communications/Inc. and despite our youth (only 15 years) we're the world's largest publisher of newspapers and magazines for computer people all over the world.

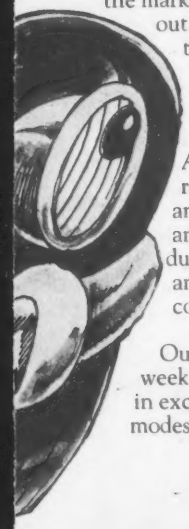
Most of our publications are weekly newspapers, because so many things happen so rapidly in the computer business (as the headline quote from a prominent industry executive makes so clear).



In only thirty years the industry has gone from the development of the giant Eniac system, through the tube-powered, water-cooled Univac I (the world's first business computer), to the incredibly cheap, battery-powered microprocessor.

But as unbelievable as the last 30 years have been, the next 30 will probably be even more incredible. In the next two years alone, installed power of general purpose computer systems will grow almost as much as it did in the previous 16 years. And the supercomputers of the 90's will transfer data at a rate several hundred times faster than even today's speedy computers! It's hard to remember this is real science, not fiction.

This extraordinary increase in efficiency has led to a rapid expansion in computer use, as human ingenuity finds more and more applications for these powerful tools. So the market for computer products and services has turned out to be more elastic than most observers had thought. Worldwide expenditures are currently at $90 Billion, and growing by 20% a year.



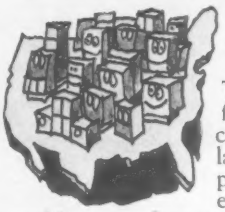
A constant flow of new products; rapid changes in technology; more and more new applications; and large and growing expenditures. It's an industry with a strong need for current, complete and accurate information. Which is where we come in.

Our oldest publication is *COMPUTERWORLD*, a weekly newspaper with a growing all-paid circulation in excess of 114,000 (quite an increase from our modest 7,500 in 1967).

COMPUTERWORLD serves America's computer users with the consumer-oriented, objective information they need. And it has become America's top business/professional publication, measured by advertising revenue.

COMPUTER BUSINESS NEWS is our weekly newspaper for executives in the U.S. computer industry whose organizations are involved in the manufacture, integration and resale of computer systems. This is a relatively new marketplace which has grown up around the minicomputer and microcomputer, and which shows every sign of very rapid growth for at least the next decade.

The latest phenomenon of the computer industry is personal and desk-top computers and we're covering it with our newest publication, *INFOWORLD*. We report from the user's point of view — with product ratings, and information on using small computers in business and at home. It's a paid circulation, weekly newspaper, and the only publication of its type — located right in the middle of silicon valley — where it's all happening.



The United States alone accounts for nearly half of the worldwide computer market, but billions of dollars are spent by foreign computer people for American-made computers and computer products. And our publications penetrate those marketplaces, too.

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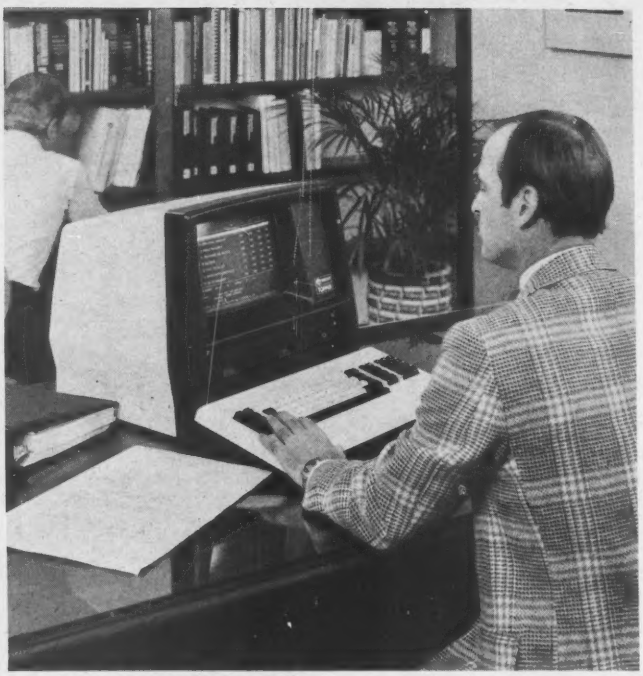

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CAPACITY PLANNING MANAGER - This new area needs a highly qualified manager with a broad background in providing technical direction for computing hardware and software. RESPONSIBILITIES including leading a team responsible for capacity management in a multiple CPU environment with word processing, distributed processing and data storage requirement. QUALIFICATIONS include a Baccalaureate Degree and five (5) years computing experience. An in-depth knowledge of capacity planning is required. Good communications and organizational skills are expected.

ON-LINE SOFTWARE MANAGER - We are looking for an experienced manager to take charge of a team of experienced Software Analyst/Programmers responsible for installing and maintaining state-of-the-art on-line software products. RESPONSIBILITIES include technical leadership, planning and controlling on-line software projects. QUALIFICATIONS include a Baccalaureate degree and five (5) years experience with on-line software packages. Experience with CICS, data base management systems, and word processing is highly desirable.

TELECOMMUNICATIONS MANAGER- Our on-line network has grown to well over 300 interactive terminals. We are looking for an experienced manager to lead a team of network designers and coordinators. RESPONSIBILITIES include design, installation and maintenance of a state-wide SNA network. QUALIFICATIONS include a Baccalaureate degree and five (5) years experience in telecommunications working with a large scale network.

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University of Maryland
University College
Director, Office of Computing Services

The Director is responsible for the administration of the University College Office of Computing Services which supports the administrative and instructional computing of the College. The Director provides leadership for planning and budgeting in Computing Services and supervises both the operation of the Computing Center and the development of software applications.

University College is in an online, distributed administrative environment utilizing an HP 3000 Series III. Academic and research computing is supported by an IBM 4341 with a microcomputer laboratory under construction.

Candidates must have a minumum of five years experience in higher education computing. Their relevant professional background must reflect increasing responsibility as well as expert knowledge of hardware procurement and software development using DBMS, capacity planning and performance analysis. Hardware experience should include work with HP and IBM. Master's Degree desirable.

University of Maryland University College, with offices at College Park, is the continuing education campus of the University. It provides undergraduate and graduate programs in credit as well as non-credit instruction within the state and overseas.

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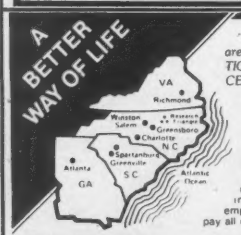

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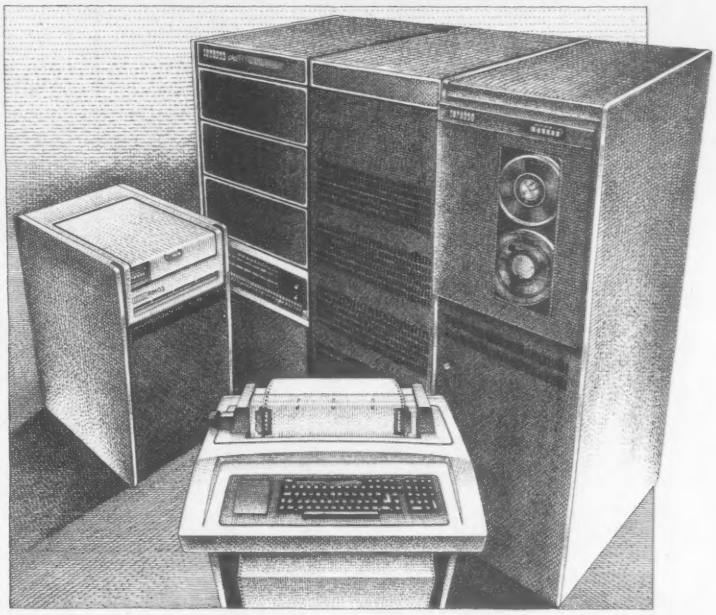

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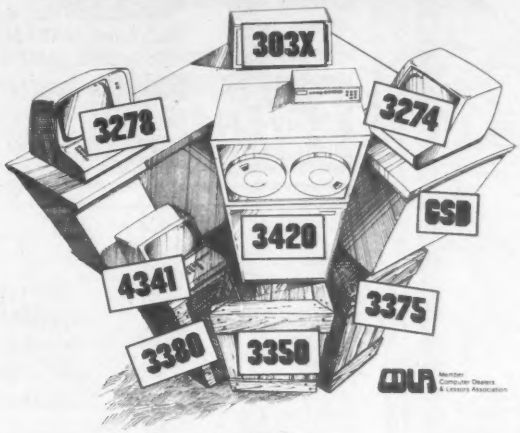

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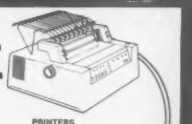
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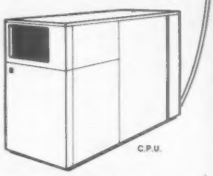
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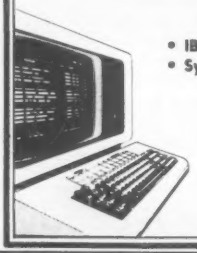

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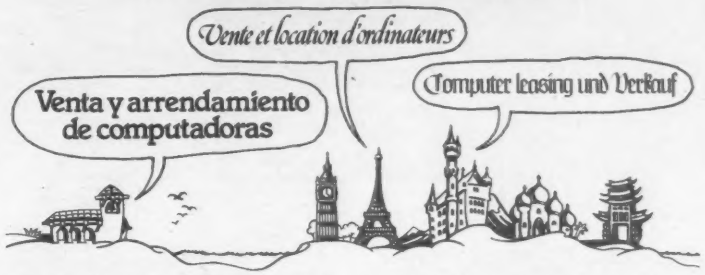

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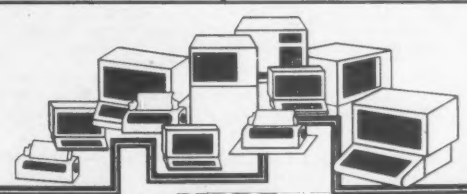

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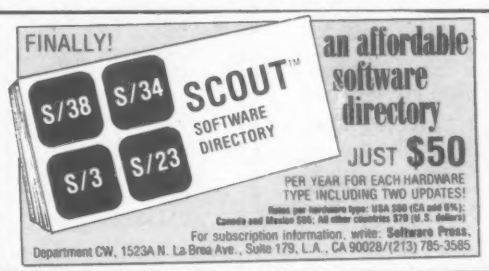

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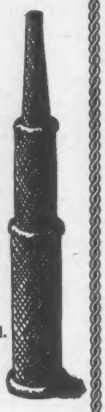

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Axios Products, Inc. 76

Bausch & Lomb 26
BDS Computer Corp. 9
John Beall 107
Beehive International 124
B.L. Moyle Associates ID/23
Carl R. Boehme Associates 33
Braegen Corporation ID/23
Burroughs Corporation 54

Cardinal Computer ID/11
Carleton Corporation 13
C & D Batteries 112
CGA 44
Chubb Advanced Training Institute 40
Cincom Systems, Inc. 45,47
Circle Computer 24
CMI 68
Codex Corp. 17
Comdata Corp. 83
ComDesign 76,120
Computer Consultants Consortium 15
Computeristics 74
Computer Products Marketing 24
Computer & Terminal Exchange 89
Computerworld 122-123
Computerworld Extra 50
Computerworld Index 88
Computerworld Mexico 100
Computerworld Office Automation 72
Computerworld Readership 75
Control Concepts 46
Continental Illinois National Bank 110
CS Computer Systems 118
Cullinane Database Systems 30

Dallas Market Center ID/19
Data Decisions ID/24-ID/27
Data General-CS 98-99
Datagraphix 52-53
Data Management 10
Datapoint Corporation ID/4
Datapro 48
Data Systems for Industry 94
Deltak 104
Digital Associates ID/22
Digital Equipment Corp./Accessories & Supplies 87
Digital Equipment Corp./Large Systems Group 25
Digital Equipment Corp./NPM Personal Computers 42-43
Digital Equipment Corp./Software Services 113
Digital Research 84-85
D & O Leasing 104
D.P.Facilities 120
DTSS/Tempo 23
Duquesne Systems 71
Dylon Corp. 31

Eastman Kodak Co. ID/21
EEC Systems 32
Electronic Distribution Processing 8
Evans, Griffith & Hart 76
Execucom Corp. 115

General Electric 116
Geneeyn 82
Graham Magnetics, Inc. 70

H & A Computer Systems 6
Hannagan & Associates 32
Hazeltine Corp. 101
J.P. Hearne & Associates 12
Hewlett Packard General 79
Hewlett Packard Terminals 34-35
Hi-G Incorporated 86

IBM ID/7,ID/8-ID/9
IMSL 12
Infodata Systems, Inc. ID/28
Infoworld ID/10
Integral Systems ID/16
Intelmatique 18
Intertec Data 121
ITT Courier 90
ITT Worldcom 95

J.L. Consulting Services ID/11

The Koffler Group 31

Lear Siegler ID/15
Lee Data Corp. ID/17

Mannesmann Tally 94
Mantissa Corporation ID/18
MCAUTO Computer 108
McCormack & Dodge 36-37
Memorex RMCD 80
Microdata ID/14
Mini/Micro Educational Services ID/22
Monroe Computer Corporation 119
Morino Associates 105,109
MSA 154
MTI Systems Corp. 100
Multi-Tech Systems, Inc. 15

NCA Corporation 73
NCR Corporation 58-59
Nixdorf Computers 117

Oxford Software 33

Panaophic Systems, Inc. 41
Perkin-Elmer 92
Polygon Associates ID/4
Prodata 14
Protocol Computers Inc. 38

Qwikterm 14,49,120

RCA Service 56

SAS Institute, Inc. 22
Selanar ID/12
S & H Computer ID/10
Siggraph '82 81
Signal Technology, Inc. 76,106
Softmatics Corp. ID/20
Software AG 51
Software International 114
Software Systems Tech. 32
Storage Technology Corp. 111
Stratus Computer 77
Syncsort, Inc. 3
Sys-Ed 110

Tandem Computers 69
Technical Analysis Corp. 120
Technology Group-BMC Division 20-21
Telesy Division-Research,Inc. 118
Televideo 96
Telex Computer Products 29
Terminal Brokers/NCC 7,20,27,40
Thomas Computer 39
Three Rivers Computer Co. ID/5
Tone Software 12
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Total Assets Protection ID/20
Transnet Corporation 14
Triangle Software 28
TRW-Customer Service Division 27

Unicube ID/12
University Computing Co. 57
University of Minnesota 16

Vertex Systems, Inc. 104

Wabash DataTech, Inc. 91
Wallace Computer Services ID/6
Dean Westover 14

Xerox - Computer Service Division 93

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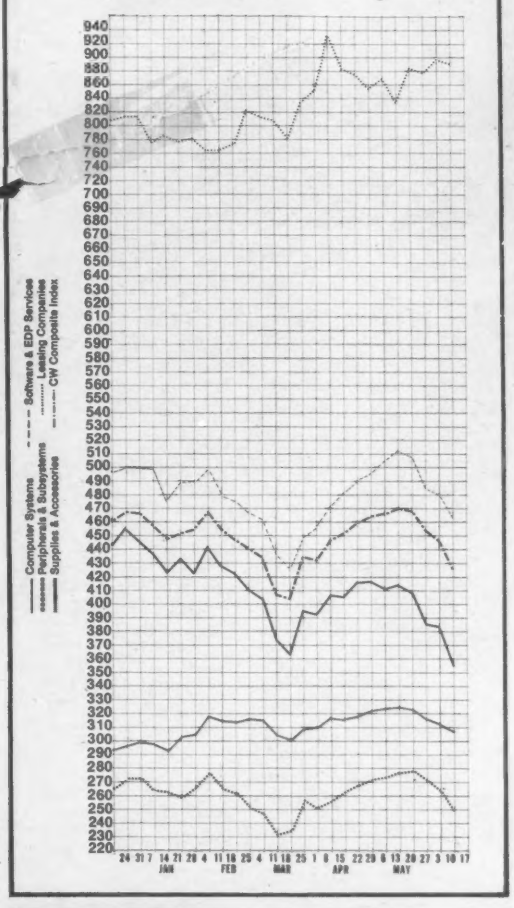

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CLOSING PRICES WEDNESDAY, JUNE 9, 1982

E X C H		1981-82 RANGE (1)	CLOSE JUNE 9 1982	WEEK NET CHNGE	WEEK PCT CHNGE
	COMPUTER SYSTEMS				
A	AMDAHL CORP	19- 46	18 1/8	-1 3/4	-8.3
N	BURROUGHS CORP	28- 72	32 1/2	-2	-5.7
O	COMPUTER AUTOMATION	6- 28	7 1/2	- 3/4	-9.0
N	CONTROL DATA CORP	19- 42	23 1/2	-1 1/4	-5.0
N	CRAY RESEARCH INC	20- 48	20 1/8	-4 1/4	-17.4
N	DATA GENERAL CORP	23- 87	25 7/8	- 3/4	-2.8
N	DATAPOINT CORP	12- 68	12 7/8	-1	-7.2
N	DIGITAL EQUIPMENT	69-113	69 3/8	-5 1/4	-7.0
A	EECO INC	8- 19	9 5/8	-1 1/8	-12.8
N	ELECTRONIC ASSOC.	5- 13	7 3/8	- 3/8	-4.8
N	FLOATING POINT SYST	13- 30	19	-1 7/8	-8.9
N	FOXBORO	33- 62	33 7/8	-2	-5.5
O	FULCRUM COMP GRP	1- 3	1/4	0	0.0
O	GENERAL AUTOMATION	3- 18	3 7/8	- 1/2	-11.4
N	HARRIS CORP	24- 60	23 1/2	-2 1/8	-8.2
N	HEWLETT-PACKARD CO	33- 54	40 3/8	-3 1/8	-7.1
N	HONEYWELL INC	63-115	65 7/8	-2	-2.9
N	IBM	48- 73	58 1/8	-3 7/8	-6.2
O	IPL SYSTEMS INC	6- 13	6	- 1/2	-7.6
O	MAGNUSON COMP SYSTS	3- 32	3	- 3/8	-11.1
N	MANAGEMENT ASSIST	9- 26	11 1/8	-1 1/2	-11.8
O	MINI-COMPUTER SYST	0- 4	0 7/8	- 1/8	-16.6
N	MODULAR COMPUTER SYS	7- 32	8 1/8	+ 3/8	+4.8
N	MOHAWK DATA SCI	10- 32	10	-1	-9.0
N	NCR	39- 76	46 5/8	+ 7/8	+1.9
N	PERKIN-ELMER	18- 36	18	-1 3/8	-7.0
N	PRIME COMPUTER INC	17- 49	13	-2 7/8	-13.1
N	SPERRY CORP	23- 65	23	- 5/8	-2.6
O	TANDEM COMPUTERS INC	13- 35	24	-2 1/4	-8.5
N	TEXAS INSTRUMENTS	71-151	77 1/2	-7 1/4	-8.5
A	WANG LABS.	22- 46	22 3/4	-1	-4.2
	LEASING COMPANIES				
O	BOOTHE FINANCIAL CP	18- 28	22 1/2	-1 1/4	-5.2
N	COMDISCO INC	16- 27	17 7/8	+ 1/2	+2.8
B	COMMERCE GROUP CORP	1- 2	1/2	0	0.0
O	COMPUTER INVSTRS GRP	1- 4	3/8	0	0.0
O	CONTINENTAL INFO SYS	4- 9	8 7/8	+ 1/8	+1.8
N	DPF INC	5- 13	8 1/2	- 1/8	-1.4
O	ITEL	1- 15	3/4	0	0.0
O	LEASPAC CORP	1- 2	1/8	0	0.0
N	U.S. LEASING	18- 30	23 1/2	-1	-4.0
	SOFTWARE & EDP SERVICES				
O	ADVANCED COMP TECH	1- 6	1 1/2	+ 1/4	+20.0
O	ADVANCED SYSTEMS INC	10- 15	11 1/4	- 1/2	-4.2
O	ANACOMP INC	10- 19	11 3/8	0	0.0
O	ANALYSTS INTL CORP	3- 14	7	0	0.0
A	APPLIED DATA RES.	13- 25	18 3/4	-2 3/8	-11.2
O	ASK COMPUTER SYSTEMS	11- 17	15	0	0.0
B	ASTRADYNE COMP IND	2- 5	1 5/8	- 1/8	-7.1
N	AUTOMATIC DATA PROC	22- 32	23 7/8	-1 1/8	-4.5
O	CGA COMPUTER ASSOC	4- 25	5 3/4	- 1/4	-4.1
O	COMPUTER ASSOC INT'L	12- 20	17 1/4	-1 3/4	-9.2
O	COMPUTER HORIZONS	1- 5	1 3/4	0	0.0
O	COMPUTER NETWORK	4- 9	6 3/8	- 3/4	-10.5
N	COMPUTER SCIENCES	11- 30	11 3/4	- 1/2	-4.0
O	COMPUTER TASK GROUP	10- 23	10 1/2	-1 1/4	-10.6
O	COMPUTER USAGE	2- 10	2 1/4	- 1/8	-5.2
O	COMSERV CORP	9- 16	13	- 1/2	-3.7
O	COMSHARE	5- 21	5 5/8	0	0.0
N	CULLINANE DATABASE	15- 37	28 1/2	-2	-6.5
O	DATA DIMENSIONS INC	0- 4	1/4	0	0.0
O	DATATAB	1- 4	3/4	-	-7.7
O	DSI CORP	4- 9	8 1/4	+ 1/8	+2.0
O	DYATRON CORP	2- 11	2 7/8	- 1/8	-4.1
N	ELECTRONIC DATA SYST	15- 30	27 1/8	- 7/8	-3.1
O	INFORMATICS INC	10- 23	13 7/8	-4 1/8	-22.9
O	INSYTE CORP	1- 3	2 3/4	0	0.0
O	IPS COMPUTER MARKET.	1- 4	1 1/4	0	0.0
O	KEANE ASSOCIATES	4- 8	4 1/4	- 1/4	-5.5
A	LOGICON	12- 38	12 5/8	- 3/8	-2.8
O	MNGT SCI AMER INC	17- 26	20 3/8	- 3/8	-1.7
O	MATHEMATICA INC	12- 26	14 1/2	- 1/2	-3.3
O	MATHEMATICAL APP GRP	14- 28	18	+ 1/2	+2.8
O	NATIONAL DATA CORP	14- 28	18 7/8	- 3/8	-2.1
O	PANSOPHIC SYSTEMS	8- 15	11	- 1/4	-2.2
N	PLANNING RESEARCH	5- 13	6 3/4	0	0.0
O	PROGRAMMING & SYS	1- 2	1 3/8	0	0.0
O	REYNOLDS & REYNOLD	16- 26	20 1/4	- 3/4	-3.5
O	SEI CORP	17- 28	24	- 1/2	-2.0
O	SHARED MEDICAL SYST	26- 37	28 1/2	- 7/8	-2.9
O	STSC INC	6- 28	9 5/8	- 1/8	-1.2
O	SCIENTIFIC COMPUTERS	6- 16	6 7/8	- 1/8	-1.7
O	SOFTWARE AG	7- 23	7 1/4	-1 1/2	-17.1
N	TYMSHARE INC	16- 58	17 3/8	- 1/8	-0.7
A	URS CORP	11- 18	11 7/8	- 7/8	-6.8
N	WYLY CORP	7- 20	8 5/8	- 3/8	-4.1
	PERIPHERALS & SUBSYSTEMS				
N	AM INTERNATIONAL	1- 15	1 1/8	- 1/8	-10.0
A	ANDERSON JACOBSON	9- 26	8	-1 1/4	-12.1
O	AUTO-TROL TECHNOLOGY	8- 62	11 1/8	- 3/8	-3.2
O	BANCTEC INC	10- 25	9 3/4	-1 1/4	-11.3
O	BEEHIVE INT'L	6- 18	6 7/8	- 3/8	-5.1
A	BOLT,BERANEK & NEW	9- 25	17	-1 1/4	-6.8
O	CAMBEX CORP	2- 8	2 5/8	- 1/4	-8.6
N	CENTRONICS DATA COMP	7- 20	9 1/2	- 1/8	-1.2
A	CETEC CORP	4- 8	4 1/8	- 1/8	-2.9
O	COGNITRONICS	2- 11	3 3/8	- 3/8	-10.0
O	COMPUTER COMMUN.	1- 2	1/2	0	0.0
A	COMPUTER CONSOLES	18- 28	21 7/8	- 1/8	-0.5
O	COMPUTER DEVICES INC	4- 10	6 3/4	- 5/8	-8.4
O	COMPUTER TRANSCEIVER	3- 9	5 1/4	- 3/8	-6.8
N	COMPUTERVISION CORP	20- 48	28 3/8	-2 1/8	-7.4
N	CONRAC CORP	17- 28	23 3/8	0	0.0
A	DATA ACCESS SYSTEMS	2- 13	2 3/4	0	0.0
A	DATAPRODUCTS CORP	17- 44	17 1/8	-1 3/4	-9.2
O	DATARAM CORP	4- 15	7 3/8	- 1/8	-1.6
O	DATUM INC	2- 5	2 1/8	0	0.0
O	DAVID JAMISON CARLYL	3- 7	3 1/2	0	0.0
O	DECISION DATA COMPUT	3- 6	4 3/8	- 1/8	-2.7
O	DELTA DATA SYSTEMS	2- 4	1 1/2	- 3/8	-20.0
N	ELECTRONIC M & M	3- 9	3 3/4	- 1/4	-8.2
O	EVANS & SUTHERLAND	18- 40	23 1/4	- 3/4	-3.1
N	GEN'L DATA COMM IND	7- 19	9 3/8	- 1/2	-5.8
O	GENERAL TERMINAL CP	0- 4	3/8	0	0.0
O	GREAT SOUTHWEST IND	1- 12	4 3/4	- 1/2	-9.5
N	HAZELTINE CORP	18- 35	24 3/4	-3 1/8	-11.2
O	INFORMATION INTL INC	8- 17	11	-1	-8.3
O	INTEL CORP	21- 51	28 1/4	-1 1/2	-5.0
O	IPL SYSTEMS INC	5- 15	8	- 1/2	-7.6
A	LUNDY ELECTRONICS	7- 18	9 7/8	+ 1/2	+5.3
A	MSI DATA CORP	11- 27	17 1/2	- 1/8	-0.7
O	NETWORK SYSTEMS CORP	14- 25	18 1/4	-1 1/4	-6.4
O	OMEX	3- 8	3 1/2	0	0.0
N	PARADYNE CORP	25- 52	31 1/8	-2 1/2	-7.4
A	PENRIL CORP	7- 17	7 1/2	- 5/8	-7.8
O	RANTEK CORP	9- 23	17 1/4	-1	-5.4
N	RECOGNITION EQUIP	4- 21	4 1/4	- 3/8	-8.1
O	SCAN DATA	1- 5	1 1/4	+ 1/8	+11.1
N	STORAGE TECHNOLOGY	18- 40	21 5/8	-1 1/2	-6.4
O	SYKES DATATRONICS	8- 34	13 3/4	- 1/2	-3.5
A	T BAR INC	10- 18	9 1/2	-4 3/8	-31.5
A	TEC INC	4- 11	8 1/2	+ 1/8	+1.4
N	TEKTRONIX INC	42- 70	49 3/4	-3 1/4	-6.1
N	TELEX	5- 10	7 5/8	- 5/8	-7.5
O	TESDATA SYSTEMS CP	4- 17	4	- 3/8	-8.5
A	TIMEPLEX INC	7- 18	8	- 1/2	-5.2
O	VISUAL TECHNOLOGY	10- 15	10 1/4	-1	-8.8
O	WILTEK INC	1- 3	1 1/4	- 1/4	-16.8
	SUPPLIES & ACCESSORIES				
N	AMERICAN BUS PRODS	11- 17	12 7/8	+ 1/4	+1.9
O	BALTIMORE BUS FORMS	1- 2	1 1/4	0	0.0
N	BARRY WRIGHT	15- 24	15 3/4	- 1/4	-1.5
O	CYBERMATICS INC	1- 2	1	0	0.0
A	DUPLEX PRODUCTS INC	12- 17	14 3/4	- 3/8	-2.4
N	ENNIS BUS. FORMS	15- 23	18 3/8	- 1/4	-1.3
N	3M COMPANY	48- 85	49 7/8	-1 1/8	-2.2
O	MOORE CORP LTD	27- 38	28	- 1/8	-0.4
N	NASHUA CORP	15- 33	15	- 1/2	-3.2
O	STANDARD REGISTER	30- 43	39	-1	-2.5
A	TAB PRODUCTS CO	14- 30	14 1/4	- 1/4	-1.7
N	WALLACE BUS FORMS	22- 38	28 1/2	- 3/8	-1.2

EXCH: N=NEW YORK; A=AMERICAN; P=PHIL-BALT-WASH; B=BOSTON L=NATIONAL; M=MIDWEST; O=OVER-THE-COUNTER
O-T-C PRICES ARE BID PRICES AS OF 3 P.M. OR LAST BID
(1) TO NEAREST DOLLAR

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MSA

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